



Town of Arlington Select Board

Meeting Agenda

June 9, 2021

7:15 PM

Conducted by Remote Participation

1. Executive Order on Remote Participation
2. Letter of Appreciation for Howard Muise, Chair of Transportation Advisory Committee

FOR APPROVAL

3. Request for Pride Event at Uncle Sam Plaza on June 13, 2021
LGBTQIA+ Rainbow Commission

CONSENT AGENDA

4. Acceptance of Donations, Gifts, and Grants:
HHS COVID Testing – Symmes Memorial Fund
Community Resiliency Grant – National League of Cities
Elections Grant - Grant Center for Tech and Civic Life
Douglas W. Heim, Town Counsel
5. Request: Contractor/Drainlayer License
Jim DiMauro
Danella Line Services MA
2290 Butler Pike
Plymouth Meeting, PA 19462

APPOINTMENTS

6. Disability Commission
Grace Carpenter
(term to expire 1/31/2024)

OPEN FORUM

Except in unusual circumstances, any matter presented for consideration of the Board shall neither be acted upon, nor a decision made the night of the presentation in accordance with the policy under which the Open Forum was established. It should be noted that there is a three minute time limit to present a concern or request.

TRAFFIC RULES & ORDERS / OTHER BUSINESS

7. Request: On Street Overnight Parking Permit/Waiver
Mark Lepler, 7 Wachusett Avenue
8. For Approval: 3 Designated Rideshare Parking Spots @ 23 Broadway
Eskar, LLC
Mary Winstanley O'Connor, Esq
9. For Discussion and Approval: Relocation of Bus Stops on Pleasant Street
Daniel Amstutz, Senior Transportation Planner
10. Discussion & Approval: Constable Appointment Process
Adam W. Chapdelaine, Town Manager
11. For Approval: Short-Term Rental Application for Board Office Use
Douglas W. Heim, Town Counsel
12. For Discussion: Future Select Board Meetings

CORRESPONDENCE RECEIVED

13. Report: Website & Communications Survey
Joan Roman, Public Information Officer

NEW BUSINESS

EXECUTIVE SESSION

To comply with, or act under the authority of, any general or special law or federal grant-in-aid requirements: Approval and Release of Executive Session Minutes of January 2, 2020.

Next Scheduled Meeting of Select Board Monday, June 21, 2021

You are invited to a Zoom webinar.

When: Jun 9, 2021 07:15 PM Eastern Time (US and Canada)

Topic: Select Board Meeting

Register in advance for this webinar:

https://town-arlington-ma-us.zoom.us/webinar/register/WN_Kgu-bUo5SX2Ke7yCfzqpog

After registering, you will receive a confirmation email containing information about joining the webinar.

Notice to the Public on meeting privacy In the interests of preventing abuse of videoconferencing technology (i.e. Zoom Bombing) all participants, including members of the public, wishing to engage via the Zoom App must register for each meeting and will notice multi-step authentication protocols. Please allow additional time to join the meeting. Further, members of the public who wish to participate without providing their name may still do so by telephone dial-in information provided above. Documents regarding agenda items will be made available via Novus Agenda and the Town's Website.

<https://www.mass.gov/doc/open-meeting-law-order-march-12-2020/download>

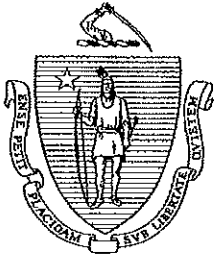


Town of Arlington, Massachusetts

Executive Order on Remote Participation

ATTACHMENTS:

	Type	File Name	Description
▢	Reference Material	Executive_Order_on_Remote_Participation.pdf	Executive Order on Remote Participation



OFFICE OF THE GOVERNOR
COMMONWEALTH OF MASSACHUSETTS
STATE HOUSE • BOSTON, MA 02133
(617) 725-4000

CHARLES D. BAKER
GOVERNOR

KARYN E. POLITO
LIEUTENANT GOVERNOR

**ORDER SUSPENDING CERTAIN PROVISIONS
OF THE OPEN MEETING LAW, G. L. c. 30A, § 20**

WHEREAS, on March 10, 2020, I, Charles D. Baker, Governor of the Commonwealth of Massachusetts, acting pursuant to the powers provided by Chapter 639 of the Acts of 1950 and Section 2A of Chapter 17 of the General Laws, declared that there now exists in the Commonwealth of Massachusetts a state of emergency due to the outbreak of the 2019 novel Coronavirus ("COVID-19"); and

WHEREAS, many important functions of State and Local Government are executed by "public bodies," as that term is defined in G. L. c. 30A, § 18, in meetings that are open to the public, consistent with the requirements of law and sound public policy and in order to ensure active public engagement with, contribution to, and oversight of the functions of government; and

WHEREAS, both the Federal Centers for Disease Control and Prevention ("CDC") and the Massachusetts Department of Public Health ("DPH") have advised residents to take extra measures to put distance between themselves and other people to further reduce the risk of being exposed to COVID-19. Additionally, the CDC and DPH have advised high-risk individuals, including people over the age of 60, anyone with underlying health conditions or a weakened immune system, and pregnant women, to avoid large gatherings.

WHEREAS, sections 7, 8, and 8A of Chapter 639 of the Acts of 1950 authorize the Governor, during the effective period of a declared emergency, to exercise authority over public assemblages as necessary to protect the health and safety of persons; and

WHEREAS, low-cost telephone, social media, and other internet-based technologies are currently available that will permit the convening of a public body through virtual means and allow real-time public access to the activities of the public body; and

WHEREAS section 20 of chapter 30A and implementing regulations issued by the Attorney General currently authorize remote participation by members of a public body, subject to certain limitations;

NOW THEREFORE, I hereby order the following:

(1) A public body, as defined in section 18 of chapter 30A of the General Laws, is hereby relieved from the requirement of section 20 of chapter 30A that it conduct its meetings in a public place that is open and physically accessible to the public, provided that the public body makes provision to ensure public access to the deliberations of the public body for interested members of the public through adequate, alternative means.

Adequate, alternative means of public access shall mean measures that provide transparency and permit timely and effective public access to the deliberations of the public body. Such means may include, without limitation, providing public access through telephone, internet, or satellite enabled audio or video conferencing or any other technology that enables the public to clearly follow the proceedings of the public body while those activities are occurring. Where allowance for active, real-time participation by members of the public is a specific requirement of a general or special law or regulation, or a local ordinance or by-law, pursuant to which the proceeding is conducted, any alternative means of public access must provide for such participation.

A municipal public body that for reasons of economic hardship and despite best efforts is unable to provide alternative means of public access that will enable the public to follow the proceedings of the municipal public body as those activities are occurring in real time may instead post on its municipal website a full and complete transcript, recording, or other comprehensive record of the proceedings as soon as practicable upon conclusion of the proceedings. This paragraph shall not apply to proceedings that are conducted pursuant to a general or special law or regulation, or a local ordinance or by-law, that requires allowance for active participation by members of the public.

A public body must offer its selected alternative means of access to its proceedings without subscription, toll, or similar charge to the public.

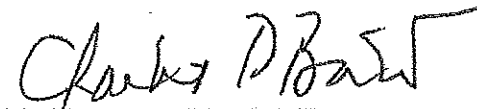
(2) Public bodies are hereby authorized to allow remote participation by all members in any meeting of the public body. The requirement that a quorum of the body and the chair be physically present at a specified meeting location, as provided in G. L. c. 30A, § 20(d) and in 940 CMR 29.10(4)(b), is hereby suspended.

(3) A public body that elects to conduct its proceedings under the relief provided in sections (1) or (2) above shall ensure that any party entitled or required to appear before it shall be able to do so through remote means, as if the party were a member of the public body and participating remotely as provided in section (2).

(4) All other provisions of sections 18 to 25 of chapter 30A and the Attorney General's implementing regulations shall otherwise remain unchanged and fully applicable to the activities of public bodies.

This Order is effective immediately and shall remain in effect until rescinded or until the State of Emergency is terminated, whichever happens first.

Given in Boston at 6:40 PM this 12th day of
March, two thousand and twenty.

A handwritten signature in dark ink, appearing to read "Charles D. Baker". The signature is written in a cursive style with a horizontal line underneath it.

CHARLES D. BAKER
GOVERNOR
Commonwealth of Massachusetts



Town of Arlington, Massachusetts

Letter of Appreciation for Howard Muese, Chair of Transportation Advisory Committee

ATTACHMENTS:

	Type	File Name	Description
▢	Reference Material	H._Muese_Letter_of_Appreciation.pdf	Reference

OFFICE OF THE SELECT BOARD

STEPHEN W. DECOURCEY, CHAIR
DIANE M. MAHON, VICE CHAIR
JOHN V. HURD
LENARD T. DIGGINS
ERIC D. HELMUTH



730 MASSACHUSETTS AVENUE
TELEPHONE
781-316-3020
781-316-3029 FAX

TOWN OF ARLINGTON MASSACHUSETTS 02476-4908

June 7, 2021

Howard Muise
29 Grafton Street #2
Arlington, MA 02474

Re: Letter of Appreciation from Select Board to Howard Muise, TAC Chair

Dear Mr. Muise:

The Select Board would like to offer you its most sincere thanks for your years of service to the Arlington Transportation Advisory Committee (TAC) as a member, Co-Chair, and Chair. Your volunteer efforts have provided innumerable benefits to the Town and its transportation network, and the entire Town owes you a debt of gratitude.

As you well know, you began your volunteer service as an Associate member of the TAC in August 2005. You became a full member in June 2006 and became Vice Chair in 2010. You then advanced to the position of Co-Chair in 2011 and served as Chair from 2015 until June 2021. Along with other TAC members, you were awarded the Arlington Volunteer of the Year Award in 2007.

You have provided strong leadership, technical support, and community engagement to the TAC for many years. Your accomplishments have included many sensitive and complex issues and projects such as:

- East Arlington - Massachusetts Avenue Redesign
- Arlington Center Parking improvements
- Arlington Center Safe Travel Project
- Lake Street and Minuteman Bikeway improvements
- New Arlington High School
- Mugar Redevelopment Project
- Chestnut Street Safety Improvements
- Many smaller projects involving multi-modal mobility, accessibility, and safety improvements

You have led the TAC through a changing transportation environment and your efforts have improved transportation safety and mobility for Arlington residents, school children, businesses, employees, and visitors of all ages and abilities.

Thank you for your dedicated years of volunteer service to the Town of Arlington.

Very truly yours,

_____	SELECT BOARD
_____	OF THE
_____	TOWN
_____	OF
_____	ARLINGTON



Town of Arlington, Massachusetts

Request for Pride Event at Uncle Sam Plaza on June 13, 2021

Summary:

LGBTQIA+ Rainbow Commission



Town of Arlington, Massachusetts

Acceptance of Donations, Gifts, and Grants:

Summary:

HHS COVID Testing – Symmes Memorial Fund
Community Resiliency Grant – National League of Cities
Elections Grant - Grant Center for Tech and Civic Life
Douglas W. Heim, Town Counsel

ATTACHMENTS:

	Type	File Name	Description
▢	Reference Material	HHS_-_covid_testing_\$810.pdf	HHS COVID Testing - Donation
▢	Reference Material	Planning_-_ \$10K.pdf	National League of Cities - Donation
▢	Reference Material	Town_Clerk_-_facebook_\$16_461.38_.pdf	Elections Grant - Donation

From: "Natasha Waden" <NWaden@town.arlington.ma.us>
To: "Rita Addorisio" <RAddorisio@town.arlington.ma.us>, "Ida Cody" <ICody@town.arlington.ma.us>
Cc: "Christine Bongiorno" <CBongiorno@town.arlington.ma.us>, "Diana DeStefano" <DDeStefano@town.arlington.ma.us>
Date: 04/12/2021 01:40 PM
Subject: Re: 810 DONATION

\$810

Hi Rita and Ida,

I think I finally understand what happened with this check and why there seems to be confusion about it being a donation. No where in Christine's email does it mention that this check was a donation, however, when it was entered into munis the description was written as a donation. The description is incorrect, this was a grant from Symme's Memorial Fund, please see the email from John Maher below:

From: john maher <johnnycap@hotmai.com>
 To: dick dick <rkesian@massfirm.com>
 Cc: Christine Bongiorno <CBongiorno@town.arlington.ma.us>, adam Chapdelaine <achapdelaine@town.arlington.ma.us>
 Date: Fri, 18 Dec 2020 17:16:27 +0000
 Subject: Town Covid testing

CAUTION: This email originated from outside of the Town of Arlington's email system. Do not click links or open attachments unless you recognize the REAL sender (whose email address in the From: line in "< >" brackets) and you know the content is safe.

Dick, kindly instruct Rockland to issue a check in the amount of \$810 to "Health and Human Services", 27 Maple Street, Arlington, MA 02474. As you know all members of the Board of Symmes Memorial Fund have indicated support for this expenditure. Thanks!!

Additionally, have attached a copy of the check and the payment proof where I circled the description. I have also cc'd Christine and Diana on this email. I believe this was also discussed with Town Counsel a while back.

Please let me know if you need any additional clarification.

Best,

Natasha

Natasha Waden, RS
 Public Health Director
 Town of Arlington
 27 Maple Street
 Arlington, MA 02476
 (781) 316-3170

www.arlingtonma.gov/health

From: "Rita Addorisio" <RAddorisio@town.arlington.ma.us>
 To: "Natasha Waden" <NWaden@town.arlington.ma.us>
 Date: Mon, 05 Apr 2021 16:23:50 -0400
 Subject: 810 DONATION

Hi Natasha,

here are the screen shots for the 810.00

Account Description	Org	Object	YR/Per	Journal	Eff Dt	Src	Ref1	PO/Ref2	Ref3	Ref4	Amount	Comment
SUPPLIES FEES	4123	428903	2021/07	1356	01/01/21	GCR	RA			DEC ALLOC	-484.22	DEC CC ALLOC PERMITS
VACCINATION FEES	4124	428904	2021/09	525	03/09/21	CRP	HEALT	703543			-1,129.65	UMass vaccine reimbursement (a)
VACCINATION FEES	4124	428904	2021/06	1376	02/04/21	CRP	TREAS	697214			-36.61	VACCINATION FEES
VACCINATION FEES	4124	428904	2021/08	956	02/06/21	CRP	TREAS	692919			-347.16	VACCINATION FEES
VACCINATION FEES	4124	428904	2021/07	177	01/06/21	CRP	MS				-810.00	
VACCINATION FEES	4124	428904	2021/05	645	11/07/20	CRP	MS				-4,163.73	
VACCINATION FEES	4124	428904	2021/04	1376	10/19/20	CRP	MS				-73.54	
VACCINATION FEES	4124	428904	2021/03	1228	09/30/20	CRP	MS				-73.54	
VACCINATION FEES	4124	428904	2021/03	417	09/04/20	CRP	MS				-111.90	
VACCINATION FEES	4124	428904	2021/02	1119	06/31/20	GCR	HHS			CC ALLOC	-16.32	CC ALLOC AUGUST
VACCINATION FEES	4124	428904	2021/02	606	06/14/20	CRP	MS				-37.30	
VACCINATION FEES	4124	428904	2021/01	1196	07/07/20	GCR	RA	JE1367		RCLS RCPT	-4,729.66	RCLS RCPT FR 920136-26500
VACCINATION FEES	4124	428904	2021/01	769	07/04/20	CRP	MS				-9,432.64	
PERMITS	4122	428902	2021/09	1134	03/15/21	CRP	HEALT				-500.00	
PERMITS	4122	428902	2021/09	539	03/17/21	CRP	HEALT				-200.00	
PERMITS	4122	428902	2021/09	524	03/09/21	CRP	HEALT				-900.00	
PERMITS	4122	428902	2021/07	1356	01/01/21	GCR	RA			DEC ALLOC	-367.37	DEC CC ALLOC FOOD PERMITS
PERMITS	4122	428902	2021/07	566	01/06/21	CRP	MS				200.00	
PERMITS	4122	428902	2021/07	579	01/14/21	CRP	MS				-460.00	
PERMITS	4122	428902	2021/07	177	01/06/21	CRP	MS				-12,900.00	
PERMITS	4122	428902	2021/06	753	12/16/20	CRP	MS				-5,300.00	
PERMITS	4122	428902	2021/05	935	11/18/20	GCR	OCT			CC ALLOC	-1,171.34	CC ALLOC
PERMITS	4122	428902	2021/02	1119	06/31/20	GCR	HHS			CC ALLOC	-1,191.01	CC ALLOC AUGUST

From: Christine Bongiorno
 To: Laura Munsey
 Cc: Ida Cody; Joe Connelly; Rita Addorisio; Sandy Pooler
 Subject: (Archive Copy) Re: COVID Testing Income Summary from Arlington Rec

Thank you Laura!

Sent from my iPhone

> On Feb 17, 2021, at 8:33 AM, Laura Munsey <LMunsey@town.arlington.ma.us> wrote:
 >
 > Good Morning Christine:
 >
 > The \$810.00 was deposited in 4124-428904 (Vaccination Revolving) on January 6, 2021.
 >
 > Thank you,
 > Laura
 >
 > -----
 > Laura A. Munsey
 > Parking and Collections Manager
 > Treasurer's Office
 > 730 Massachusetts Avenue
 > Arlington, MA 02476
 > 781-316-3035
 > LMunsey@town.arlington.ma.us
 > Please visit Arlington's Website at www.arlingtonma.gov
 >
 >> From: "Christine Bongiorno" <CBongiorno@town.arlington.ma.us>
 >> To: "Ida Cody" <ICody@town.arlington.ma.us>, "Joe Connelly" <JConnelly@town.arlington.ma.us>, "Rita Addorisio"
 >> <RAddorisio@town.arlington.ma.us>, "Sandy Pooler" <SPooler@town.arlington.ma.us>, "Laura Munsey"
 >> <LMunsey@town.arlington.ma.us>
 >> Date: Wed, 17 Feb 2021 08:20:31 -0500
 >> Subject: Re: Fwd: COVID Testing Income Summary from Arlington Rec
 >
 >> Thank you Joe and Ida. We received a grant in the amount of \$810, I
 >> will
 >> need to figure out which account that check was deposited into.
 >>
 >>
 >> -1699.62
 >> +810.00
 >> ---
 >> -889.62 balance to be charged to a fund in HHS tbd
 >>

Rita Addorisio
 Town of Arlington
 Comptroller's Office
 869 Mass. Ave
 Arlington, MA 02474
 781-316-3335

2021 Leadership in Community Resilience Grant Program Memorandum of Understanding (MOU)

The Town of Arlington, MA has been selected by the National League of Cities (NLC) to join the 2021 Leadership in Community Resilience program (LCR).¹

The public sector is increasingly embracing a holistic resilience approach as a proactive framework to reduce risk, protect frontline communities from disproportionate harm, and improve public services. The purpose of the LCR program is to develop and advance the emerging city-level models for pursuing resilience objectives, and foster partnerships with community-based organizations. Your project is one of eight selected to participate in the 2021 LCR cohort, and the NLC team looks forward to supporting your city, the surrounding region, and your community partners. The program includes three main components:

Policy and Practice Exchange: Each month, NLC staff will spend time with your team to discuss and plan your project. NLC will also host quarterly calls or webinars which will allow you to discuss your goals and solicit feedback from the other participants in the group, gain knowledge and expertise in urban resilience issues, and connect you to outside expertise and national/local partners who may be able to provide additional no or low-cost services.

Grant in the amount of \$10,000 to support your project including all related engagement and capacity building activities. Funding may be used towards equitable resident engagement, trainings and workshops for residents, staff, elected officials, or project implementation in support of your scope of work. NLC staff are available to help you formulate the scope of the event(s), document the project, introduce new partners or collaborators if needed, and promote events and outcomes through NLC and external media outlets if desired.

New research, leadership training, and education materials: The lessons learned and case studies from this program will be collected to share with other cities across the country. At the conclusion of the program, lessons from project case studies will be curated into a written report as well as workshop curricula for in-person conferences.

¹ This program is supported by the National Fish and Wildlife Foundation.

Roles and Responsibilities

NLC will:

- Engage regularly with your team and offer partnership opportunities (including the Resilient Cities Network), resources, and other services as needed or desired.
- Host quarterly webinars and calls to facilitate network connectivity and foster peer learning.
- Provide insights and lessons learned from previous cohort cities and from case studies across the US.
- Provide \$10,000 in grant funding to support the proposed project and help identify any other new funding opportunities.

The Town of Arlington will:

- Designate a lead point of contact responsible for corresponding with NLC staff throughout the technical assistance period.
- Act as a peer resource to other 2021 cohort cities.
- Participate fully in quarterly cohort webinars or calls, as well as individual technical assistance calls.
- Use \$10,000 in grant funding provided by the NLC towards capacity building activities and project implementation including (but not limited to):
 - Workshops, trainings, events for residents, city staff or elected officials
 - Engagement strategies with historically underrepresented communities
 - Other costs associated with project coordination and implementation including materials
- Provide a one-page summary report upon conclusion of the grant on the quantifiable as well as the less tangible outcomes of the program, lessons learned by your team, and recommendations that will aid future work in this area.
- Respond to a satisfaction survey on the program's effectiveness and ways we can improve our services in the future.

Endorsement and Points of Contact

By signing below, the Town of Arlington agrees to the roles and responsibilities for participation in the 2021 Leadership in Community Resilience cohort.

1. Mayor, City Manager, or another Senior Executive:

Signed:



Title: Adam Chapdelaine, Town Manager
Email address: achapdelaine@town.arlington.ma.us
Phone number: 781-316-3010

2. Lead point of contact:

Signed:



Title: Emily Sullivan, Environmental Planner & Conservation Agent
Email address: esullivan@town.arlington.ma.us
Phone number: 781-316-3012

By accepting this grant, both NLC and the Town of Arlington agree to the roles and responsibilities enumerated above.



Cooper Martin
Program Director, Sustainability
National League of Cities



CENTER FOR
TECH AND
CIVIC LIFE

October 20, 2020

Arlington Town, Massachusetts

Town Manager

730 Massachusetts Avenue

Arlington, MA 02476

Dear Adam Chapdelaine,

I am pleased to inform you that based on and in reliance upon the information and materials provided by Arlington Town, the Center for Tech and Civic Life ("CTCL"), a nonprofit organization tax-exempt under Internal Revenue Code ("IRC") section 501(c)(3), has decided to award a grant to support the work of Arlington Town ("Grantee").

The following is a description of the grant:

AMOUNT OF GRANT: \$16,461.38 USD

PURPOSE: The grant funds must be used exclusively for the public purpose of planning and operationalizing safe and secure election administration in Arlington Town in 2020 ("Purpose").

Before CTCL transmits these funds to Grantee, CTCL requires that Grantee review and sign this agreement ("Grant Agreement") and agree to use the grant funds in compliance with the Grant Agreement and with United States tax laws and the laws and regulations of your state and jurisdiction ("Applicable Laws"). Specifically, by signing this letter Grantee certifies and agrees to the following:

1. Grantee is a local government unit or political subdivision within the meaning of IRC section 170(c)(1).
2. This grant shall be used only for the Purpose described above, and for no other purposes.

3. Grantee has indicated that the amount of the grant shall be expended on the following specific election administration needs: Personal protective equipment (PPE) for staff, poll workers, or voters, Temporary staffing, and Election administration equipment. Grantee may allocate grant funds among those needs, or to other public purposes listed in the grant application, without further notice to or permission of CTCL.
4. ~~Grantee shall not use any part of this grant to make a grant to another organization,~~ except in the case where the organization is a local government unit or political subdivision within the meaning of IRC section 170(c)(1) or a nonprofit organization tax-exempt under IRC section 501(c)(3), and the subgrant is intended to accomplish the Purpose of this grant. Grantee shall take reasonable steps to ensure that any such subgrant is used in a manner consistent with the terms and conditions of this Grant Agreement, including requiring that subgrantee agrees in writing to comply with the terms and conditions of this Grant Agreement.
5. The grant project period of June 15, 2020 through December 31, 2020 represents the dates between which covered costs may be applied to the grant. The Grantee shall expend the amount of this grant for the Purpose by December 31, 2020.
6. Grantee is authorized to receive this grant from CTCL and certifies that (a) the receipt of these grant funds does not violate any Applicable Laws, and (b) Grantee has taken all required, reasonable and necessary steps to receive, accept and expend the grant in accordance with the Purpose and Applicable Law.
7. The Grantee shall produce a brief report explaining and documenting how grant funds have been expended in support of the activities described in paragraph 3. This report shall be sent to CTCL no later than January 31, 2021 in a format approved by CTCL and shall include with the report a signed certification by Grantee that it has complied with all terms and conditions of this Grant Agreement.
8. This grant may not supplant previously appropriated funds. The Grantee shall not reduce the budget of the Town Clerk ("the Election Department") or fail to appropriate or provide previously budgeted funds to the Election Department for the term of this grant. Any amount supplanted, reduced or not provided in contravention of this paragraph shall be repaid to CTCL up to the total amount of this grant.
9. CTCL may discontinue, modify, withhold part of, or ask for the return all or part of the grant funds if it determines, in its sole judgment, that (a) any of the above terms and conditions of this grant have not been met, or (b) CTCL is required to do so to comply with applicable laws or regulations.
10. The grant project period of June 15, 2020 through December 31, 2020 represents the dates between which covered costs for the Purpose may be applied to the grant.

Your acceptance of and agreement to these terms and conditions and this Grant Agreement is indicated by your signature below on behalf of Grantee. Please have an authorized



CENTER FOR TECH & CIVIC LIFE
233 N. MICHIGAN AVE., SUITE 1800
CHICAGO, IL 60601
HELLO@TECHANDCIVICLIFE.ORG

representative of Grantee sign below, and return a scanned copy of this letter to us by email at grants@techandcivicliflife.org.

On behalf of CTCL, I extend my best wishes in your work.

Sincerely,



Tiana Epps Johnson

Executive Director

Center for Tech and Civic Life



CENTER FOR TECH & CIVIC LIFE
233 N. MICHIGAN AVE., SUITE 1800
CHICAGO, IL 60601
HELLO@TECHANDCIVICLIFE.ORG

GRANTEE



By: _____

Title: Town Manager

Date: 10/29/2020

CENTER FOR TECH & CIVIC LIFE
233 N. MICHIGAN AVE., SUITE 1800
CHICAGO, IL 60601
HELLO@TECHANDCIVICLIFE.ORG

PAGE 4



Town of Arlington, Massachusetts

Request: Contractor/Drainlayer License

Summary:

Jim DiMauro
Danella Line Services MA
2290 Butler Pike
Plymouth Meeting, PA 19462

ATTACHMENTS:

	Type	File Name	Description
▢	Reference Material	Danella_Line_Services_MA_Reference.pdf	Reference



Engineering Division

TOWN OF ARLINGTON
Department of Public Works
51 Grove Street
Arlington, Massachusetts 02476
Office (781) 316-3320 Fax (781) 316-3281

MEMORANDUM

To: Select Board
From: Engineering Division
Re: Approved Contractor License
Date: May 28, 2021

Dear Board Members,

Reference is hereby made to an application by Jim DiMauro of Danella Line Services MA to be accepted as an Approved Contractor in the Town of Arlington.

Contact information is as follows:

Danella Line Services MA
2290 Butler Pike, Plymouth Meeting, PA 19462
Jim DiMauro
Phone: 610-828-6200
Email: jdimauro@danella.com

Upon review of the provided references supplied by the contractor, we recommend approval and issuance of an Approved Contractor and Drainlayer license.

Regards,

William C. Copithorne, P.E.
Assistant Town Engineer

cc: Wayne Chouinard P.E., Town Engineer
Ahmet Caus, Engineering Division
File



TOWN OF ARLINGTON DEPARTMENT OF PUBLIC WORKS

APPLICATION FOR TOWN OF ARLINGTON DPW CONTRACTOR LICENSE

Directions: Please complete ALL fields below and deliver the completed application to the Department of Public Works Engineering Department at 51 Grove Street for Processing and Submission to the Board of Selectmen. Please also include in your submission a \$75.00 application fee in the form of a check payable to the "Town of Arlington". Any questions regarding this application form or procedure should be directed to the Town of Arlington Engineering Department at 781-316-3386.

Scope of Work

Please indicate the scope of work you intend to perform as a DPW Approved Contractor in the Town of Arlington (check all that apply):

☐ Water ☐ Sanitary Sewer ☐ Stormwater Drainage ☐ Sewer/Drain Inspection ☐ Driveway Work ☒ Curb/Sidewalk Work

Applicant Information

Applicant/Firm Name: Danella Line Services MA
Select One: ☒ Corporation ☐ Partnership ☐ Proprietorship ☐ Other: _____
Street Address: 2290 Butler Pike City/Town: Plymouth Meeting State: PA
Primary Phone: 610-828-6200 E-mail: JDimauvo@danella
Length of Time in Business under the same Firm Name: 49 years
Full Name(s) of Principal(s): Robert Brust
Primary Contact Person: Jim DiMauro

Experience/Previous Work

Nature of Typical/Standard Work: Verizon / Communications
Have you ever performed this type of work in Arlington: ☐ Yes ☒ No
If Yes, Please provide Location: _____ Approximate Date: _____
Total Amount of such construction this year: _____
Total Amount of such construction last year: _____
Total Amount of such construction next previous year: _____

Municipal References - Please Attach Written Reference Letters

Municipality: Town of Yorktown, NY Yorktown Public Works
Primary Contact Name: Dave Paganelli Email: 914-438-3547
Municipality: Town of Cortland, NY
Primary Contact Name: Jaime Moreno Email: 208-400-1796
Municipality: _____
Primary Contact Name: _____ Email: _____

Banking/Financial References - Please Attach Written Reference Letters if Available

Bank Reference: Brian Flory Phone: 215-585-4935
Federal Tax ID or Social Security #: _____

Note to Town Staff: Redact Social Security # before releasing document

Your social security number or federal identification number will be furnished to the Massachusetts Department of Revenue to determine whether you have met tax filing or tax payment obligations. Licenses who fail to correct their non-filing or delinquency will be subject to license suspension or revocation. This request is made under the authority of Massachusetts General Law, Chapter 62C, Section 49A.

Signature/Endorsement

By signing below, I certify that under the penalties of perjury that to the best of my knowledge and belief all information on this application is true and correct. I also certify by signature below that I/we have filed all state tax returns and paid all state taxes as required by law. I also hereby agree to conform in all respects to the conditions governing such license as printed in the By-Laws of the Town, and such other rules and regulations as the Selectmen and/or Department of Public Works may establish.

Applicant Signature: _____

Date: _____

Reset Form

Print Form

OFFICE OF THE SELECT BOARD

STEPHEN W. DECOURCEY, CHAIR
DIANE M. MAHON, VICE CHAIR
JOHN V. HURD
LENARD T. DIGGINS
ERIC D. HELMUTH



730 MASSACHUSETTS AVENUE
TELEPHONE
781-316-3020
781-316-3029 FAX

TOWN OF ARLINGTON
MASSACHUSETTS 02476-4908

June 2, 2021

Jim DiMauro
Danella Line Services MA
2290 Butler Pike
Plymouth Meeting, PA 19462
jdimauro@danella.com

Dear Mr. DiMauro:

The Select Board will be discussing your request for a License to do Drainlaying in the Town of Arlington by remote participation on Monday, June 7, 2021 at 7:00 p.m. Although it is not a requirement that you join this virtual meeting, you are invited to do so.

Information which includes the link to the meeting will be available at the bottom of the Select Board Agenda as well as on the Town Calendar when the meeting is posted Thursday, June 3, 2021 by 7:00 p.m.

Please contact this office by email, lcosta@town.arlington.ma.us, if you have any questions.

Very truly yours,
SELECT BOARD

A handwritten signature in cursive script, reading "Marie A. Krepelka".

Marie A. Krepelka
Board Administrator

MAK:lc



Town of Arlington, Massachusetts

Disability Commission

Summary:

Grace Carpenter
(term to expire 1/31/2024)

ATTACHMENTS:

	Type	File Name	Description
▢	Reference Material	G._Carpenter_Reference.pdf	G. Carpenter Reference



**Town of Arlington
Office of the Town Manager**

**Adam W. Chapdelaine
Town Manager**

**730 Massachusetts Avenue
Arlington MA 02476-4908
Phone (781) 316-3010
Fax (781) 316-3019
E-mail: achapdelaine@town.arlington.ma.us**

MEMORANDUM

DATE: June 3, 2021

TO: Board Members

SUBJECT: Appointment to the Disability Commission

This memo is to request the Board's approval of my appointment of Grace Carpenter, Arlington, MA, as a member on the Disability Commission, with a term expiration date of 01/31/2024.

A handwritten signature in blue ink, appearing to read "Adam W. Chapdelaine".

Town Manager

Contact

www.linkedin.com/in/gracemcarpenter (LinkedIn)
myhappystroke.com (Blog)

Grace Carpenter

Volunteer, Editor & Writer, Disability Advocate
Arlington

Experience

Arlington Historical Society

Volunteer

April 2019 - February 2020 (11 months)

Update records about documents and artifacts in the Society's PastPerfect database.

Local Parent-Teacher Organization

Volunteer Editor

November 2016 - December 2018 (2 years 2 months)

Edited Ottoson Middle School weekly e-newsletter. Worked with principal, staff, and parent-teacher organization to publicize events and initiatives for the school community.

Spaulding Rehabilitation Hospital

Volunteer, Stroke Peer Visitor Program

March 2014 - February 2016 (2 years)

Charlestown, Massachusetts

Provided emotional support to recent stroke survivors through one-on-one visits at Spaulding's stroke unit.

www.myhappystroke.com

Blogger

May 2010 - February 2015 (4 years 10 months)

After a hemorrhagic stroke in February 2010, I chronicled my journey as a stroke survivor and writer with aphasia.

Self-Employed

Freelance Writer and Editor

September 2006 - February 2010 (3 years 6 months)

Freelance writer for Gatehouse News (www.wickedlocal.com/Arlington, www.wickedlocal.com/Lexington) and yourarlington.com.

Volunteer editor of Arlington Family Connection newsletter.

MIT Library - DSpace

Programmer

November 2003 - September 2006 (2 years 11 months)

Cambridge, Massachusetts

Developed, maintained, and documented DSpace digital repository software.

Researched and wrote about digital preservation issues.

Thomson Financial

Software Engineer

June 1998 - January 2003 (4 years 8 months)

Boston, Massachusetts

Developed and maintained portfolio management software, including user interface and analytic modules. Participated in UML-based project to port legacy C code to an OO framework.

Thomson Technical Data

Software Developer

June 1996 - January 1998 (1 year 8 months)

Boston, Massachusetts

Developed applications for analysis of financial markets, and user interfaces for data entry.

Council Travel

4 years 1 month

Systems Coordinator

May 1993 - August 1995 (2 years 4 months)

Paris, France

Coordinated technical aspects of computer and telephone operations in Council Travel's six French offices.

Assistant To The Director

August 1991 - May 1993 (1 year 10 months)

Paris, France

Assisted director with administrative and financial tasks. Translated reports and interpreted at meetings.

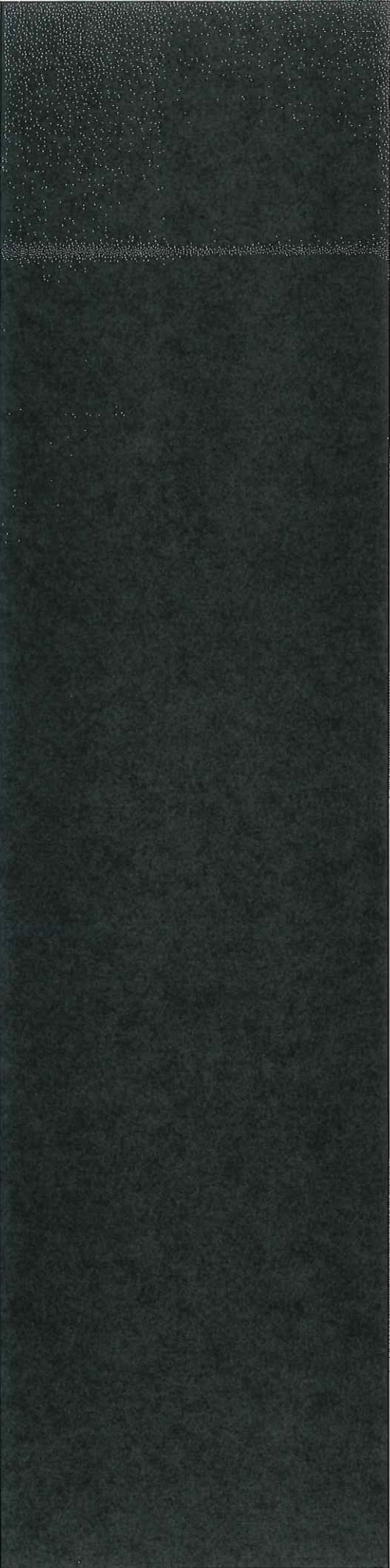
CIEE Council on International Educational Exchange

Marketing Coordinator

April 1990 - August 1991 (1 year 5 months)

New York, New York

Copyedited promotional materials and coordinated layout and printing.



Education

Barnard College

Bachelor of Arts - BA, Women's Studies, English

Harvard Extension School

Graduate coursework in journalism · (2007 - 2008)

Clark University

Certificate, Client/Server Development · (1996 - 1996)

OFFICE OF THE SELECT BOARD

STEPHEN W. DECOURCEY, CHAIR
DIANE M. MAHON, VICE CHAIR
JOHN V. HURD
LENARD T. DIGGINS
ERIC D. HELMUTH



730 MASSACHUSETTS AVENUE
TELEPHONE
781-316-3020
781-316-3029 FAX

TOWN OF ARLINGTON
MASSACHUSETTS 02476-4908

May 26, 2021

Grace Carpenter
14 Coolidge Road
Arlington, MA 02476
gmcarpenter1@gmail.com

Re: Appointment: Disability Commission

Dear Ms. Carpenter:

As a matter of the standard appointment procedure, the Select Board requests that you attend a virtual meeting of the Select Board conducted by remote participation, on Monday, June 7th at 7:00 p.m.

It is a requirement of the Select Board that you join this virtual meeting. This will give the Board an opportunity to meet and discuss matters with you about the area of activity in which you will be involved.

Information which includes the link to the meeting will be available at the bottom of the Select Board Agenda as well as on the Town Calendar when the meeting is posted Thursday, June 3rd by 7:00 p.m.

Please contact this office by e-mail, lcosta@town.arlington.ma.us, if you have any questions.

Thank you.

Very truly yours,
SELECT BOARD

A handwritten signature in cursive script, reading "Marie A. Krepelka".

Marie A. Krepelka
Board Administrator



Town of Arlington, Massachusetts

Request: On Street Overnight Parking Permit/Waiver

Summary:

Mark Lepler, 7 Wachusett Avenue

ATTACHMENTS:

	Type	File Name	Description
▢	Reference Material	7_Wachusett_Overnight_Parking_Request.pdf	Parking Request
▢	Reference Material	Police_Recommendations_Overnight_Parking_Request_-_7_Wachusett_Ave.pdf	Police Department Memo

Subject: 7 wachusett overnight parking
To: lcosta@town.arlington.ma.us
From: Mark Lepler <marklepler@gmail.com>
Date: 04/13/2021 01:07 PM
CC: Mark Lepler <marklepler@gmail.com>

My family has lived at 7 wachusett ave in arlington since 2006. We have 5 boys and 3 of them are now driving. Our oldest son moved back home after graduating college in June of last year. If you see the picture attached, we do not have room in our driveway for his car. After 10 months of no tickets we just received overnight parking tickets this past weekend.

May i please get a resident overnight parking pass for his car until he moves out? Again from the picture, you can see he parks directly in front of our house. Not obstructing any of our neighbors homes.

Thank you-mark lepler
617-901-9852



ARLINGTON POLICE DEPARTMENT

JULIANN FLAHERTY
Chief of Police



Town of Arlington
MASSACHUSETTS 02474

POLICE HEADQUARTERS
112 Mystic Street
781-316-3900

MEMORANDUM

TO: Marie Kreplka
Board Administrator

FROM: Officer Corey P. Rateau
Traffic and Parking Unit

DATE: June 4, 2021

RE: On-Street Overnight Parking Request 7 Wachusett Avenue

At your request, The Traffic and Parking Unit looked at the proposal from Mr. Lepler to be granted an overnight parking waiver for his residence. After reviewing the submittal, we do not support the issuance of such a waiver.

To see whether or not the Lepler residence would qualify for a waiver we reviewed the April 2021 *Administrative Update To Overnight Parking Policy*. The only section that might apply to this request would be found in section B.2.d. (Non-Exempt Extenuating Circumstances) where it lists "family living arrangement transitions" as being eligible for only a *temporary* permit. However, we do not believe that this falls under such an exception. Mr. Lepler stated that his son already moved back to the residence in June of 2020 and had been parking for ten months before getting ticketed. As of the date of this report, this vehicle will have been there for approximately a year.

Since a year has already passed, it is our opinion that the intentions behind Section B.2.d of the Update have already been far exceeded and the open-ended "until he moves out" appears to be a request to extend an already somewhat permanent condition. Past practice, which appears to have been solidified in the policy update, has dictated that accumulating vehicles in excess of one's off-street parking capacity by itself does not meet the requirements for a waiver. We feel that granting such an exemption after so much time has elapsed, even temporarily, would set a bad precedence and that Mr. Lepler should be advised to either purchase a permit in a town-owned lot or seek other private accommodations.

CPR

CC: Julie Flaherty, Chief of Police
Capt. Sean Kiernan, Support Services Commander
Lt. Rick Pedrini, OIC/Traffic, Details, and Licensing
Deputy Ryan Melly, Arlington Fire Operations
Adam Chapdelaine, Town Manager



Town of Arlington, Massachusetts

For Approval: 3 Designated Rideshare Parking Spots @ 23 Broadway

Summary:

Eskar, LLC

Mary Winstanley O'Connor, Esq

ATTACHMENTS:

	Type	File Name	Description
▢	Reference Material	Rideshare_Parking_Request_-_23_Broadway_(1).pdf	Police Recommendation
▢	Reference Material	Eskar_Parking_Request.pdf	Parking Request

ARLINGTON POLICE DEPARTMENT

JULIANN FLAHERTY
Chief of Police



Town of Arlington
MASSACHUSETTS 02474

POLICE HEADQUARTERS
112 Mystic Street
Telephone 781-316-3900
Facsimile 781-316-3919

MEMORANDUM

TO: Marie Krepelka
Board Administrator

FROM: Officer Corey P. Rateau
Traffic and Parking Division

DATE: March 30, 2021

RE: Parking Request for 3 Parking Spots Designated for Rideshare Vehicle Use @ 23 Broadway

The Traffic and Parking Division reviewed the documentation submitted by Attorney Mary Winstanley O'Connor on behalf of Eskar, LLC. They are requesting to have three rideshare spaces designated in front of their proposed location for a marijuana dispensary at the above address. Having these spaces designated is one of the stipulations required by the Arlington Redevelopment Board before a special permit is granted to Eskar, LLC. Since Broadway is functionally classified as one of our principal arterial roadways, current regulations, including the one that prevents parking within 20 feet of an intersection, should be maintained to provide adequate sight-line distance of oncoming traffic along this busy roadway. We therefore have no objection to the approval of such spaces as long as there is sufficient frontage abutting the property (either Broadway or Sunnyside Ave) to legally accommodate these spaces.

Any special signage required for these spaces should be provided, installed, and maintained in conformance with MUTCD (Manual on Uniform Traffic Control Devices) standards by Eskar, LLC.

CPR

Cc: Juliann Flaherty, Chief of Police
Capt. Sean Kiernan, Support Services Commander
Lt. Rick Pedrini, OIC/Traffic, Details, and Licensing Unit
Adam Chapdelaine, Town Manager

"Proactive and Proud"

OFFICE OF THE SELECT BOARD

JOHN V. HURD, CHAIR
JOSEPH A. CURRO, JR., VICE CHAIR
DIANE M. MAHON
STEPHEN W. DECOURCEY
LENARD T. DIGGINS



730 MASSACHUSETTS AVENUE
TELEPHONE
781-316-3020
781-316-3029 FAX

TOWN OF ARLINGTON
MASSACHUSETTS 02476-4908

MEMORANDUM

TO: Officer Corey Rateau
Traffic and Parking Unit

FROM: Marie A. Krepelka
Board Administrator

DATE: January 7, 2021

RE: Parking Request for 3 Parking Spots Designated for Rideshare Vehicle
Use @ 23 Broadway.

The attached is forwarded you for your review and recommendations back to the Select Board by Wednesday, January 20th. It will be an agenda item for the Select Board meeting on Monday, January 25, 2020.

Thank you for your prompt attention to this matter.

MAK:am
Attachment

KRATTENMAKER O'CONNOR & INGBER P.C.

ATTORNEYS AT LAW

ONE MCKINLEY SQUARE
BOSTON, MASSACHUSETTS 02109
TELEPHONE (617) 523-1010
FAX (617) 523-1009

January 7, 2021

CHARLES G. KRATTENMAKER, JR.
MARY WINSTANLEY O'CONNOR
KENNETH INGBER

OF COUNSEL: RAYMOND SAYEG

VIA EMAIL

John V. Hurd, Chairperson
Arlington Select Board
730 Massachusetts Avenue
Arlington, MA 02476

Re: 23 Broadway, Arlington, MA

Dear Chairperson Hurd:

This office represents Eskar, LLC which was awarded a host agreement with the Town of Arlington for a retail marijuana dispensary to be located at 23 Broadway, Arlington, MA (hereinafter referred to as "Eskar" and the "Property", respectively).

On December 7, 2020, after review and a public hearing, the Arlington Redevelopment Board approved the special permit requested by Eskar to operate in the Property. A copy of the decision is enclosed. The grant of the special permit includes certain obligations on the part of Eskar, including seeking the approval of the Select Board to have three (3) spaces on Broadway abutting the Property designated for rideshare vehicle use. This recommendation was made by Eskar's transportation consultant, Vanesse & Associates, Inc. and endorsed by Arlington's Transportation Advisory Committee. See the enclosed.

I write to request that the Select Board vote to designate three spaces on the side of Broadway nearest the Property as dedicated to ride-share vehicles. I enclose photographs of the proposed area. Eskar will pay for the signage, designating the spaces as rideshare spaces that would need to be installed. If you require a hearing as to this matter, please let me know.

Please contact my office with any questions and the date for the hearing on this matter. In advance, I thank you.

Very truly yours,

Mary Winstanley O'Connor

MWO/ccg
Enclosures
6934

TOWN CLERK'S OFFICE
ARLINGTON, MA 02170

2020 DEC 22 PM 2:08



RECEIVED

ARLINGTON REDEVELOPMENT BOARD

Arlington, Massachusetts
Middlesex, ss

DOCKET NO. 2717, AS AMENDED BY DOCKET NO. 2905

DECISION
Special Permit Under
ENVIRONMENTAL DESIGN REVIEW

Applicant: Eskar Arlington, LLC
Property Address: 23 Broadway, Arlington, Massachusetts 02476

Hearing Dates: October 5 and December 7, 2020

Date of Decision: December 7, 2020

20 Day Appeal Period Ends: January 14, 2021

**Members
Approved**

Rachel J. Zamboni
[Signature]
Donald M. Ward
Robert L. Ginn
Engel B. Benson

Opposed

Town Clerk's Certification

Date



TOWN CLERK'S OFFICE
ARLINGTON, MA 02174

2020 DEC 22 PM 2:08

RECEIVED

Town of Arlington, Massachusetts
Redevelopment Board
730 Massachusetts Avenue, Arlington, Massachusetts 02476

DECISION OF THE BOARD

Environmental Design Review Docket #2717, as amended by Docket #2905
23 Broadway, Arlington, MA 02474
Eskar Arlington, LLC
December 7, 2020

This Decision applies to the Special Permit application by Eskar Arlington, LLC, to establish a marijuana retailer at 23 Broadway within the B2A Major Business District. The Special Permit is to allow the Board to review and approve the proposed project, under Section 3.4, Environmental Design Review. Public hearings were held on October 5 and December 7, 2020.

Materials submitted for consideration of this application:

- Application for EDR Special Permit;
- Existing Conditions dates August 19, 2020;
- First Floor Construction Plan, dated June 16, 2020, with no update date, prepared by AEPMI;
- Broadway Elevation Metal Screen Wall, prepared by AEPMI;
- Broadway Elevation Window Film Options, prepared by AEPMI;
- Site Plan, dated July 12, 2020, and updated October 16, 2020, prepared by Bohler;
- Broadway Elevation Wall Sign dated June 16, 2020;
- Traffic Impact Analysis dated July 17, 2020;
- Eskar Security Policies and Procedures;
- Eskar Parking Exhibit, dated August 19, 2020;
- Eskar Parking Agreement, dated June 24, 2020;
- Memo on LEED practices and checklist dated June 19, 2020;
- Letter to Jennifer Raitt, dated November 4, 2020, including a memo from Vanasse & Associates, dated October 22, 2020;
- Transportation Advisory Committee memo dated November 20, 2020; and
- Response from Vanasse & Associates, dated November 30, 2020.

The following criteria have been met, per Section 3.3.3, Arlington Zoning Bylaw:

1. A marijuana retailer is allowed in the B2A Major Business District via Special Permit. The use is in compliance with the zoning amendments adopted by Special Town Meeting on December

5, 2018, to address adult-use marijuana uses.

2. This marijuana retailer meets the requirements of the zoning amendments and a 2/3 majority vote of Arlington in 2016 regarding recreational use of marijuana.
3. Eskar is committed to ensuring the traffic and circulation are not impacted by the establishment. Specifically, Eskar will work with the Arlington Police Department to develop a Memorandum of Understanding that will govern how Eskar will interact with the Police Department to ensure a smooth opening, and set in place measures to address increased demand on the establishment after opening.

The available on-site parking and on-street parking will be able to accommodate the potential customer demand of this well-situated marijuana retailer. Eskar will request designation of designated ride-share spaces along Broadway from the Select Board. The parking lot will be attended by an employee of Eskar to ensure that its operation is controlled.

4. Eskar will not overload any public utilities: public water, drainage or sewer system or any other municipal system.
5. Eskar is in compliance with Section 8.3, Standards for Marijuana Uses, of the Zoning Bylaw.
6. The use does not impair the integrity or character of the neighborhood. 23 Broadway is located outside of any established buffers. The Cannabis Control Commission has stringent requirements regarding the operation of marijuana establishments including modest signage and prohibiting the visibility of product from outside of the establishment and on-site consumption of product.
7. The use will not be in excess or detrimental to the character of the neighborhood. The Zoning Bylaw applies a 2,000-foot density buffer around this property. Future marijuana retailers will not be able to cluster in this area.

The following criteria have been met, per Section 3.4.4, Arlington Zoning Bylaw:

A. EDR-1 Preservation of Landscape

The existing site condition is primarily impervious. There is an elevated landscaped buffer between the parking lot and the adjacent Lahey Health parking lot. There is some internal landscaping as well. The landscaped buffer between the two properties will remain in place, but some small but established shrubs adjacent to the building will be removed to install bicycle racks. There are limited opportunities to install additional landscaping on the site.

B. EDR-2 Relation of the Building to the Environment

The marijuana retailer will be established in an existing East Arlington building. There are no additions proposed to the existing building, although a new exit will be installed on the Sunnyside Avenue side and a delivery access point will be installed in the alcove off the drive aisle where a remote teller previously existed for a bank. Due to the Cannabis Control

Commission's regulations, the windows will be obscured with an interesting applique so that there is no direct view into the sales floor. Although the windows will be obscured, a pedestrian will be able to see that there is activity within the interior.

TOWN CLERK'S OFFICE
APPLIQUE SO THAT
2020 DEC 22 PM 2:09

C. EDR-3 Open Space

Limited open space on the site will be maintained. There will be no increase in the landscaped open space on site, which has been unchanged since the building was constructed.

RECEIVED

D. EDR-4 Circulation

Eskar will lease access to 12 of the 16 parking spaces on site from the building owner, which is greater than what is required for a retailer:

Parking Requirement			
Use	<u>Square Footage</u>	<u>Zoning Requirement</u>	<u>Total Parking Required</u>
Retail	3,238 sf	1/300 sf*	11 spaces
Total Parking Available to Eskar			12

Marijuana establishments have been opening throughout Massachusetts and one has already opened in Arlington, but there is a novelty of the products that creates excitement around the opening of any new establishment. As a result, traffic and circulation were covered as part of the Redevelopment Board's review.

Eskar estimates that the parking spaces will be able to accommodate the turnover of customers. There is on-street parking on Broadway; the spaces are unmarked. Eskar will pursue formalizing three taxi/rideshare spaces in front of the building on Broadway. The 87 bus is available on Broadway, and more connections are available in Somerville on the opposite side of Alewife Brook Parkway. Broadway is also a short walk from Massachusetts Avenue where connections to multiple bus routes and T locations are available. The availability of MBTA bus lines enable customers to access the establishment via other modes of transportation. Bicycle parking will be provided for long-term and short-term use. Employees will have a dedicated space for storing bicycles inside the building. Customers and other visitors will have access to outdoor bike racks safely separated from vehicle parking. Eskar will add an ADA van parking space in addition to the already marked ADA space.

Certain improvements to the parking lot will support circulation. This includes adding arrows to the ground to enforce the one-way circulation of the driveway and a do not enter sign at the driveway on Sunnyside Avenue. A stop sign and stop line will be painted on the exit drive aisle onto Sunnyside Avenue. A loading dock sign will also be installed to clearly delineate parking for loading only.

Eskar will dedicate staff members to manage customers parking and queuing including at the parking lot to manage the flow of traffic through the parking lot. Additionally, the first month

of business will be appointment based only. Further, Eskar will engage with the Arlington Police Department (APD) to ensure that there are the appropriate controls for traffic, parking, and queuing. Eskar is required to execute a Memorandum of Understanding (MOU) with the Arlington Police Department (APD) to oversee the opening of the establishment. RECEIVED OFFICE OF THE ATTORNEY GENERAL MAY 21 2017 2:09 PM

Finally, Eskar will implement a Transportation Demand Management Plan for employees. This plan includes designating a transportation coordinator, providing public transit information on the Eskar website as well as general parking information, in addition to the previously mentioned bicycle accommodations and ride share parking.

E. EDR-5 Surface Water Drainage

There are no existing drainage systems on the site. There are no changes to the site that would necessitate the addition of new stormwater controls.

F. EDR-6 Utilities Service

Existing utility systems will be reused. Any solid waste will be stored inside. Non-marijuana solid waste will be disposed of through a private contract. Solid waste of non-marijuana material will be disposed of through a private contract. Solid waste containing marijuana material must be disposed of properly in compliance with the Cannabis Control Commission's regulations.

G. EDR-7 Advertising Features

Eskar will have a wall sign mounted above the main entrance to the establishment. Per the Cannabis Control Commission's regulations, the signage does not reference any images relevant to marijuana. The wall sign is approximately 19.5 square feet. The sign will be composed of individual stainless steel letters anchored to the wall. The Cannabis Control Commission's regulations require that the illumination be extinguished 30 minutes after closing. Clear glass on the façade of the building will be obscured using an applique.

H. EDR-8 Special Features

There are no such special features proposed for the site. Loading and unloading of deliveries will take place from the alcove along the exit drive aisle.

I. EDR-9 Safety

Security is important to Eskar, and surveillance cameras will be installed within the building and on the site per the requirements of the Cannabis Control Commission. Existing light fixtures in the parking lot will be upgraded to be full cut off LED fixtures to provide illumination.

J. EDR-10 Heritage

The existing structures are not listed on a state or local inventory nor are they under the jurisdiction of the Arlington Historical Commission.

K. EDR-11 Microclimate

There are no changes that will impact the microclimate.

L. EDR-12 Sustainable Building and Site Design

Eskar will incorporate best practices related to sustainability, including encouraging public transportation, providing bicycle racks, installing interior and exterior LED light fixtures, and using low-emitting materials in the renovation.

TOWN CLERK'S OFFICE
12/17/2020 DEC 22 PM 2:09

The Redevelopment Board made the following findings upon approval of the docket:

1. The marijuana retailer is in compliance with Section 8.3, Standards for Marijuana Uses, of the Arlington Zoning Bylaw.

RECEIVED

The project must adhere to the following general conditions:

1. The final design, sign, window treatments, and other façade improvements, shall be subject to the approval of the Arlington Redevelopment Board. Any substantial or material deviation during construction from the approved plans and specifications is subject to the written approval of the Arlington Redevelopment Board.
2. Any substantial or material deviation during construction from the approved plans and specifications is subject to the written approval of the Arlington Redevelopment Board.
3. The Board maintains continuing jurisdiction over this permit and may, after a duly advertised public hearing, attach other conditions or modify these conditions as it deems appropriate in order to protect the public interest and welfare.
4. Snow removal from all parts of the site, as well as from any abutting public sidewalks, shall be the responsibility of the owner and shall be accomplished in accordance with Town Bylaws.
5. Trash shall be picked up only on Monday through Friday between the hours of 7:00 am and 6:00 pm. All exterior trash and storage areas on the property, if any, shall be properly screened and maintained in accordance with the Town Bylaws.
6. Upon the issuance of the building permit the Applicant shall file with the Inspectional Services Department and the Police Department the names and telephone numbers of contact personnel who may be reached 24 hours each day during the construction period.

The project must adhere to the following special conditions:

1. The Applicant shall work with the Arlington Police Department and Town Counsel to execute a Memorandum of Understanding (MOU) to coordinate efforts with a goal of minimizing and eliminating impacts on the neighborhood, including traffic, parking, and queuing, surrounding the facility at 23 Broadway. Consultation with the Department of Planning and Community Development shall occur to ensure that the MOU is responsive to this Decision.

2. The Applicant shall be responsible for the cost of any police details provided by the Arlington Police Department to oversee circulation of vehicles and pedestrians.
3. Queueing shall be prohibited in the public right-of-way on Sunnyside Avenue and Broadway except while social distancing requirements are in place per local or state orders.
4. As part of the Annual Sales Report provided to the Town of Arlington, the Applicant shall report how customers and patients arrive at the establishment.
5. The Applicant shall work with the Department of Planning and Community Development to select outdoor bicycle racks that are compliant with the Bicycle Parking Guidelines.
6. The Applicant shall work with the Department of Planning and Community Development to select the final window applique design.

TOWN CLERK'S OFFICE
RECEIVED
DEC 22 PM 2:09

Transportation Impact Assessment

Proposed Retail Marijuana Dispensary
21 Broadway
Arlington, Massachusetts

Prepared for:

Eskar Arlington LLC
Arlington, Massachusetts

July 2020

Prepared by:

 **Vanasse &
Associates inc**
Transportation Engineers & Planners

35 New England Business Center Drive
Suite 140
Andover, MA 01810

CONCLUSIONS AND RECOMMENDATIONS

VAI has prepared this TIA in order to evaluate potential traffic impacts associated with the proposed marijuana dispensary located at 21 Broadway in Arlington, Massachusetts (the “Project”). This study was prepared in accordance with the Massachusetts Department of Transportation (MassDOT) Guidelines for *Transportation Impact Assessment (TIA) Guideline*; and was conducted pursuant to the standards of the Traffic Engineering and Transportation Planning Professions for the preparation of such reports. Based on the results of this study, the following can be concluded:

- Based on trip-generation statistics published by the ITE, the proposed marijuana dispensary will generate approximately 66 vehicle trips (33 entering and 33 exiting) during the weekday evening peak hour and 109 vehicle trips (51 entering and 58 exiting) during the Saturday midday peak hour.
- Project-related traffic increases in the area are expected to be between 0.4 percent to 0.7 percent during the weekday evening peak-hour.
- The analysis has indicated that the Project will result in minimal impact on motorist delays at the study intersections, as compared to future No-Build conditions.

In consideration of the above, we have concluded that the Project can be accommodated within the confines of the existing transportation infrastructure in a safe and efficient manner with the implementation of the following recommendations.

RECOMMENDATIONS

A transportation improvement program has been developed that is designed to provide safe and efficient access to the Project and address any deficiencies identified at off-site locations evaluated in conjunction with this study. The following improvements have been recommended as a part of this evaluation.

Project Access

Access to the Project will continue to be provided by way of one (1) entrance-only driveway along Broadway and one (1) exit-only driveway onto Sunnyside Avenue. The following recommendations are offered with respect to the design and operation of the Project site driveway:

- The exit driveway onto Sunnyside Avenue should be placed under STOP-sign (Manual of Uniform Traffic Control Designation R1-1) control, with a painted STOP-bar included. Do not enter signs should be installed facing Sunnyside Avenue.
- Pavement markings reinforcing the one-way operation of the Project driveway should be painted within the Project site.
- Illumination should be provided at the driveways.
- All signs and other pavement markings to be installed within the Development site shall conform to the applicable standards of the current Manual on Uniform Traffic Devices (MUTCD).¹¹
- Signs and landscaping adjacent to the Project site driveway intersections should be designed and maintained so as not to restrict lines of sight.

Transportation Demand Management (TDM) Plan

As is the case with many developments, a major focus of the traffic mitigation plan focuses on the reduction of single-occupant vehicles arriving and departing to and from the site. This is predominantly accomplished by developing a comprehensive Transportation Demand Management (TDM) strategy. The proponent is committed to supporting a balanced multimodal transportation plan to serve the employees and patrons of the site. The major features of this TDM plan that support this commitment are as follows:

- ***Designation of a Transportation Coordinator*** - The transportation coordinator oversees all transportation issues including managing the TDM measures, parking, loading, and service. The marijuana dispensary will have a transportation coordinator.
- ***Provision of Transit Schedules*** - Links to the MBTA website will be included on the marijuana dispensary website. In addition, the project proponent will post information regarding public transportation services, maps, schedules, and fare information in a central location.
- ***Bicycling Resources*** - Secured bicycle spaces will be provided outside the building for patrons.
- ***Ride Share Accommodations*** - Accommodations will be provided to encourage the use of ride-sharing to facilitate drop-offs and pick-ups. Three (3) designated uber/lyft/taxi spaces will be provided directly in front of the site. In addition, drop-off and pick-up activity can circulate through the site from Broadway to Sunnyside Avenue.

The project proponent will investigate the implementation of these traffic reduction strategies and will work with the Town to implement such programs.

¹¹ *Ibid 4.*



Arlington Transportation Advisory Committee

Date: November 20, 2020.

To: Arlington Redevelopment Board.

From: TAC Executive Committee.

Subject: Review of Proposed Eskar Marijuana Dispensary Traffic Impact Assessment

Memorandum

At the request of Erin Zwirko of the Department of Planning and Community Development, the TAC Executive Committee has prepared this review of the Traffic Impact Assessment (TIA) for the proposed Eskar Marijuana dispensary for the ARB. The comments presented below have not been reviewed or approved by the full TAC membership. The following are the Executive Committees comments on the TIA and the proposed site plan:

1. The TAC Executive Committee concurs with the overall recommendations of the TIA to implement the following recommendations:
 - a. Access to the Project will continue to be provided by way of one entrance-only driveway along Broadway and one exit-only driveway onto Sunnyside Avenue.
 - b. The adoption of a comprehensive Transportation Demand Management (TDM) strategy.
 - c. Development of an Opening Conditions Operations Plan in cooperation with the Arlington Police Department.

Each of these recommendations includes several detailed recommendations. The Executive Committee recommends that the developer provide signage and pavement marking designating the exit driveway on Sunnyside Avenue as right-turn only in accordance with DPW requirements (add this to the Access to the Project Recommendations). This will help eliminate any additional traffic through the Sunnyside neighborhood. The traffic analysis assumed all exiting traffic would turn right.

2. The Executive Committee's has two major concerns with the analyses provided in the TIA:
 - a. The TIA uses standard Institute of Transportation Engineers (ITE) trip generation rates for projecting traffic volumes from the proposed project. However, If possible the report should be using trip generation data from dispensary sites in Massachusetts as was done in the final TIA for the Apothca dispensary. This is because the ITE data are based on a small number of data points from two western states with wide variations of trip production. The transportation consultant also could consider using an

To: ARB

Page 2.

Subject: Review of Proposed Eskar Marijuana Dispensary TIA.

Date: November 20, 2020.

additional source of trip generation data from a firm called Spack Consulting.

- b. On Figure 7, it does not appear that all the projected project-generated trips have been added correctly to the No-Build trips. The Build trips should be recalculated and the intersection level of service analysis rerun with the correct volumes. The Build volumes may also need to be recalculated based on the issue described above regarding use of the ITE trip generation rates. The conclusions of the report should be modified as appropriate based on the reanalysis.
3. The Executive Committee concluded that following major factors in the TIA analyses are appropriate for the Existing, No-Build and Build Conditions:
 - a. Analysis of only the weekday evening peak hour, assuming the dispensary is not open during the morning peak hour.
 - b. Adjustment of traffic volume counts taken in June of this year by 2.05 to account for lower volumes due to the effect of the COVID-19 pandemic. The adjustment was based on the ratio of the 2016 traffic volume on Broadway west of Alewife Brook Parkway (increased by 1.02 for growth in traffic to 2020) to the June 2020 volume on Broadway east of Sunnyside Ave.
 - c. Use of a future design year of 2027.
 - d. Use of an annual growth rate of 0.05 percent over seven years for a total adjustment of 4.0 percent for background traffic based on existing traffic growth trends in the region.
 - e. Including traffic that would be generated by proposed new development in the area of the project in future No-Build traffic volumes.
 - f. Distribution of project generated traffic based on the distribution of existing traffic in the area.
4. The following discrepancies were found in the report. They should be corrected and the requested clarifications should be included in the final TIA.
 - a. Column 3 in Table 1 is incorrectly labeled as Main St at Clarks Rd. It should read Broadway at Sunnyside Ave. Please confirm the data are correct for that location.
 - b. The footnote on Table 2 should be corrected to refer to the appropriate ITE land use.
 - c. The discussion of Table 4 on the bottom of page 17 incorrectly states that volume increases from No-Build to Build are anticipated to be 1.2 percent or less during the Saturday midday peak-hour. The percent increase on Broadway east of Sunnyside Ave is shown in the table as 90 vehicles or 8.6 percent. The table does not include the volume increase on Broadway

To: ARB

Page 3.

Subject: Eskar Traffic Impact Assessment Review.

Date: November 20, 2020.

east of Sunnyside Ave in the evening peak hour. This information should be included in Table 4.

- d. The discussion of Table 5 on page 18 incorrectly states that "the available lines of sight for motorists exiting onto Sunnyside Avenue in both directions exceed the recommended minimum sight distance". The 110' sight distance reported to the south is less than the stated minimum of 155' shown in Table 5. It is also not indicated if that sight distance calculation considers the two street trees and two parked cars on the street between the driveway and Broadway. This may not be a significant issue based on the projection of all traffic exiting the driveway turning right and this memorandum's recommendation of restricting the driveway to right turns only.
- e. The Parking section starting on page 25 does not indicate the expected Saturday or weekday parking demand, or the parking requirements in the Town's zoning bylaw. The Parking section should reference both ITE parking demand (or similar sites in Massachusetts) and the zoning bylaw. Also, it does not indicate how employee parking will be addressed. The TIA should show how the rideshare spaces in front of the building would be signed and marked. This would require Select Board approval. The TIA should clarify if the project will pay for the signing and marking.

TAC Executive Committee:

Howard Muise, Chair.

Jeff Maxtutis, Vice Chair.

Shoji Takahashi, Secretary.

Dan Amstutz, Senior Transportation Planner, DPCD.



Take Tours
GotoBus.com

Lahey Health Primary Care

ENTER ONLY
10, 21, 23
BROADWAY



NEW ENGLAND
TEAMSTERS FEDERAL
CREDIT UNION

TakeTours!
GotoBus.com



NEW ENGLAND
TEAMSTERS FEDERAL
CREDIT UNION

Broadway Athletics

Broadway Athletics
Gymnasium
Cardio Strength
Adaptive Training Studio





Town of Arlington, Massachusetts

For Discussion and Approval: Relocation of Bus Stops on Pleasant Street

Summary:

Daniel Amstutz, Senior Transportation Planner

ATTACHMENTS:

Type	File Name	Description
▢ Reference Material	Planning_memo_-_MBTA_Bus_Stop_Relocations_on_Pleasant_St.doc	Planning Memo
▢ Reference Material	Arlington_MBTA_BSAI_-_30%_Submittal.pdf	Arlington MBTA BSAI
▢ Reference Material	MBTA_BSASI_PATI_Pleasant_St_Bus_Stop_Relocation_Comments.docx	MBTA BSASI
▢ Reference Material	A.McMahon_Concerns.pdf	A. McMahon Concerns



TOWN OF ARLINGTON
DEPARTMENT OF PLANNING and
COMMUNITY DEVELOPMENT

TOWN HALL, 730 MASSACHUSETTS AVENUE
ARLINGTON, MASSACHUSETTS 02476
TELEPHONE 781-316-3090

MEMORANDUM

To: Adam Chapdelaine, Town Manager

CC: Jennifer Raitt, Director, Department of Planning and Community Development
Michael Rademacher, Director, Department of Public Works

From: Daniel Amstutz, Senior Transportation Planner, Department of Planning and
Community Development

Date: May 6, 2021

RE: MBTA Bus Stop Accessibility Improvements and Proposed Relocations on Pleasant
Street

On December 22, 2020, the MBTA submitted a memo to the Department of Planning and Community Development (DPCD) and Department of Public Works (DPW) about projects planned for Arlington as part of the MBTA Bus Stop Accessibility and Safety Improvement Program (BSASI).¹ The memo included 30% design plans for bus stop improvements along Pleasant Street that have been prioritized for construction in 2021 by the MBTA. Pleasant Street carries one bus route in Arlington, Route 67 (Turkey Hill – Alewife Station).

The MBTA proposes making accessibility upgrades at the existing stop location for Pleasant Street at Spring Valley (Stop ID 23532).

The MBTA proposes making accessibility upgrades and relocating the following bus stops:

- Pleasant Street at Oak Knoll (Stop ID 23535)
 - Proposed relocation to Pleasant Street at Wellington Street, adjacent to 93 Pleasant Street (west side of the street)
- Pleasant Street at Addison Street (Stop ID 23533)
 - Proposed relocation to Pleasant Street at Wellington Street, adjacent to 94 Pleasant Street (east side of the street)
- Pleasant Street at Irving Street (Stop ID 23536)
 - Proposed relocation to the far side of the intersection of Pleasant Street at Irving Street, adjacent to 145 Pleasant Street (west side of the street)

After reviewing the proposed relocations with the Transportation Advisory Committee and public feedback received, the staff recommendation is for the Select Board to approve these bus stop relocations as proposed. The remainder of this memo explains the purpose and goals

¹ <https://www.mbta.com/projects/better-bus-project#accessibility>

of the relocations, public outreach conducted, and comments received for each proposed relocation.

Background and Purpose of Bus Stop Relocations

The above bus stops have been prioritized for improvements due to one or more major access barriers, as well as relative need based on ridership, proximity to adjacent stops, Title VI considerations, and proximity to hospitals/health clinics and other facilities that serve vulnerable users. While the MBTA seeks to improve accessibility at all bus stops in their system, they also analyze whether bus stops should be relocated to improve service and safety as well. The four stops proposed for improvement in the MBTA's proposal all have significant accessibility barriers based on the MBTA's analysis.

In general, relocating the three bus stops identified above serve multiple goals:

- Improve safety for pedestrians by moving the stops closer to existing crosswalks and orienting pedestrians to cross the road behind buses instead of in front.
- Improve bus service by adjusting bus stop spacing for more efficient service.
- Place bus stops near transit-generating land uses, such as churches, day care centers, businesses, and multifamily residences.
- Improve bus service by placing bus stop on the far side of signalized intersections.

The relocation of these bus stops will also impact an estimated eight (8) on-street parking spaces, specifically around Pleasant Street at Wellington Street. In general, the legal parking spaces will be relocated to the locations of the current bus stops. Along with accessibility upgrades, the MBTA will also install bus box pavement markings to delineate the bus stop and crosswalk markings where they are upgrading curb ramps.

Public Outreach and Comments

DPCD worked with the MBTA and their consultants to have abutter notification letters mailed in mid-March. To supplement the MBTA's notification process DPCD mailed letters to about 253 properties by direct mail in an area principally centered around the Oak Knoll and Addison Street proposed relocations because they would have impacts to on-street parking. The letters mailed included details on all the proposed relocations. Direct emails and communication were also sent by the Economic Development Coordinator to businesses and churches in the area, including the Boston Church of Christ and Saint John's Episcopal Church.

The Town and the MBTA received five (5) public comments: three (3) comments related to the proposed relocation of Oak Knoll and Addison Street bus stops to Wellington Street, and two (2) comments on the proposed relocation of the Irving Street bus stop to the far side of the intersection at 145 Pleasant Street. The abutter at 93 Pleasant Street stated their opposition to relocating the Oak Knoll bus stop, and the two comments for Irving Street were both in opposition to the relocation. Concerns raised included: increased noise and dust to abutters from relocated stops; affect on historic properties; relocating stops away from potential or existing transit users; snow clearance at stops; existing drainage issues around crosswalks near

stops; and improving accessibility at existing stops. (See attached for full comments received.)

The following information is provided in response to the public comments:

- The MBTA is not currently proposing bus shelters at any of the proposed bus stop relocations in this memo.
- Route 67 runs only on weekdays from 6 am to approximately 8 pm. The current schedule provides for service once per hour (inbound and outbound) in the mornings and evenings, and service every 45 minutes between 2:45 pm – 5 pm. This means about two (2) buses will travel down Pleasant Street each hour (one inbound and one outbound), with 20 trips per weekday.²
- The main reasons for locating the stop from Oak Knoll to 93 Pleasant Street are to improve pedestrian safety by locating the stop closer to the existing crosswalk across Pleasant Street, locate the stop closer to transit generating land uses, and to improve stop spacing, to improve service. In addition, the existing bus stop at Oak Knoll has challenges to making it accessible due to a street tree that is partially in the sidewalk near the existing Oak Knoll bus stop. Construction to make this stop accessible could result in tree impacts that could damage the tree and require its removal. This requires an additional process through the Tree Committee, which may delay accessibility upgrades for this stop.
- As part of this project the MBTA will be redesigning the curb ramps and will make every effort to reduce flooding at the stops within the scope of the project. Based on field observations it appears that every approach the intersection has a water issue, so riders are dealing with this issue in the stop's current location as well
- Snow clearance for this bus stop is responsibility of the abutting property owner, and sidewalk clearance is required under Town bylaw whether a bus stop exists or not.

Staff Recommendation & Next Steps

The staff recommendation is that the Board approve the above bus stop relocations as proposed by the MBTA. The MBTA project will improve accessibility for these stops, which are considered high priority. The stop relocations will create safer conditions for pedestrians, improve transit service on Route 67 through more efficient stop spacing and intersection approaches, and locate stops closer to transit-generating uses.

If the Select Board approves these relocations the MBTA will finish their construction designs and work with DPW on the construction management of the MBTA's contractor. No tree impacts requiring Tree Committee approval are anticipated at this stage in the design unless the Board declines to relocate the Oak Knoll bus stop.

I would be glad to discuss this further, should you have any questions about this proposal.

² https://cdn.mbtta.com/sites/default/files/route_pdfs/2021-spring/067-2.21.2.0.pdf

(Note: this schedule has been reduced due to the MBTA's Forging Ahead plan. If the frequency is increased back to its original schedule in Fall 2019, this will provide for about four (4) buses during peak morning and evening hours (two inbound, two outbound) and about one per hour on off-peak hours. The schedule would remain a weekday-only, 6 am to 8 pm service.)



Charles D. Baker, Governor
Karyn E. Polito, Lieutenant Governor
Stephanie Pollack, MassDOT Secretary & CEO
Steve Poftak, General Manager



December 22, 2020

Wayne Chouinard
Town Engineer
Town of Arlington
51 Grove Street
Arlington, MA 02476

Daniel Amstutz
Senior Transportation Planner
Town of Arlington
730 Massachusetts Avenue Annex
Arlington, MA 02476

RE: MBTA Bus Stop Accessibility and Safety Improvement Program

Dear Mr. Chouinard and Mr. Amstutz,

The Massachusetts Bay Transportation Authority (MBTA) has prepared the attached 30% design plans for accessibility improvements at two MBTA bus stops in the Town of Arlington as part of the MBTA's Bus Stop Accessibility and Safety Improvement Program.

The MBTA is committed to improving rider accessibility and compliance with the Americans with Disabilities Act (ADA) at bus stops throughout the MBTA system. The system's 7,500 bus stops have been evaluated for ADA compliance, and many stops have been identified as having "critical" needs for ADA accessibility improvements. The bus stops included in this submittal have been prioritized for construction in 2021 due to one or more major access barriers, as well as relative need based on ridership, proximity to adjacent stops, Title VI considerations, and proximity to hospitals/health clinics and other facilities that serve vulnerable users.

The 30% design plans may include the following types of general improvements:

- Addition/reconstruction of a landing area (this is where the bus deploys a ramp)
- Construction/reconstruction of sidewalks (to provide an accessible path of travel)
- Addition/reconstruction of adjacent curb ramps
- New/realignment of crosswalks connecting bus stops
- Potential pedestrian signals/enhanced visibility signage at new crosswalks
- Lengthening of bus stops (so buses can pull all the way to the curb)
- Addition of bus stop pavement markings
- Provision of updated bus stop signs

Photographs of and Google Maps links to the bus stops proposed for construction in 2021 under this design package are provided at the end of this letter.

Review Process

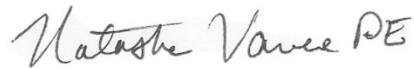
The MBTA respectfully requests your comments on the enclosed design plans no later than Tuesday, January 12, 2021. We would also appreciate identification of any roadways or intersections adjacent to each bus stop that are planned for reconstruction within the next three to five years. If bus stop improvements can be integrated into these projects, the MBTA would prefer to reallocate resources to alternate bus stops.

Schedule

Contingent on review and approval by the Town of Arlington, the project will proceed straight to 100% design. Final municipal comments will be addressed and approvals obtained prior to the commencement of construction. Construction is anticipated to commence in Spring 2021 and be complete by Fall 2021.

For additional coordination and communication on any of the plans for this project, please contact me by e-mail (nvance@mbta.com).

Sincerely,

A handwritten signature in dark ink that reads "Natasha Vance PE". The signature is fluid and cursive, with the initials "PE" written in a slightly larger, more formal script at the end.

Natasha Vance, P.E.
MBTA Project Manager

Enclosures

CC: Sandra Clarey, Project Manager, McMahon Associates

Bus Stops

ARL-G-7 Arlington

Google Link:

[https://www.google.com/maps/place/Pleasant+St+%26+Spring+Valley+St,+Arlington,+MA+02476/@42.4112708,-](https://www.google.com/maps/place/Pleasant+St+%26+Spring+Valley+St,+Arlington,+MA+02476/@42.4112708,-71.160396,825m/data=!3m2!1e3!4b1!4m5!3m4!1s0x89e3764de9e867a7:0xa85aca4962f3262c!8m2!3d42.4112669!4d-71.1582073)

[71.160396,825m/data=!3m2!1e3!4b1!4m5!3m4!1s0x89e3764de9e867a7:0xa85aca4962f3262c!8m2!3d42.4112669!4d-71.1582073](https://www.google.com/maps/place/Pleasant+St+%26+Spring+Valley+St,+Arlington,+MA+02476/@42.4112708,-71.160396,825m/data=!3m2!1e3!4b1!4m5!3m4!1s0x89e3764de9e867a7:0xa85aca4962f3262c!8m2!3d42.4112669!4d-71.1582073)

Pleasant St @ Spring Valley St Stop ID 23532

Existing & Proposed Stop



Pleasant St @ Irving St Stop ID 23536

Existing Stop



Proposed Stop



ARL-G-8 Arlington

Google Link:

<https://www.google.com/maps/place/Addison+St+%26+Pleasant+St,+Arlington,+MA+02476/@42.4130864,-71.1566675,292m/data=!3m1!1e3!4m5!3m4!1s0x89e37651ddeb4cf:0xcda737a412177d2a!8m2!3d42.4130358!4d-71.1562971>

Pleasant St @ Addison St Stop ID 23533

Existing Stop

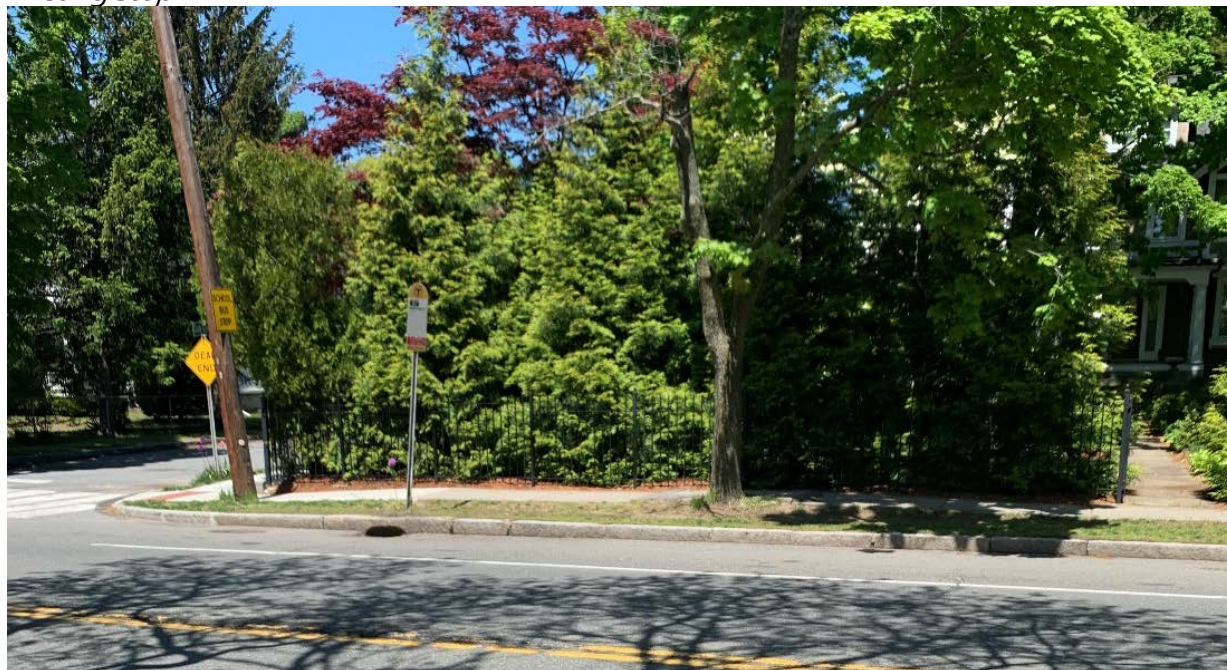


Proposed Stop

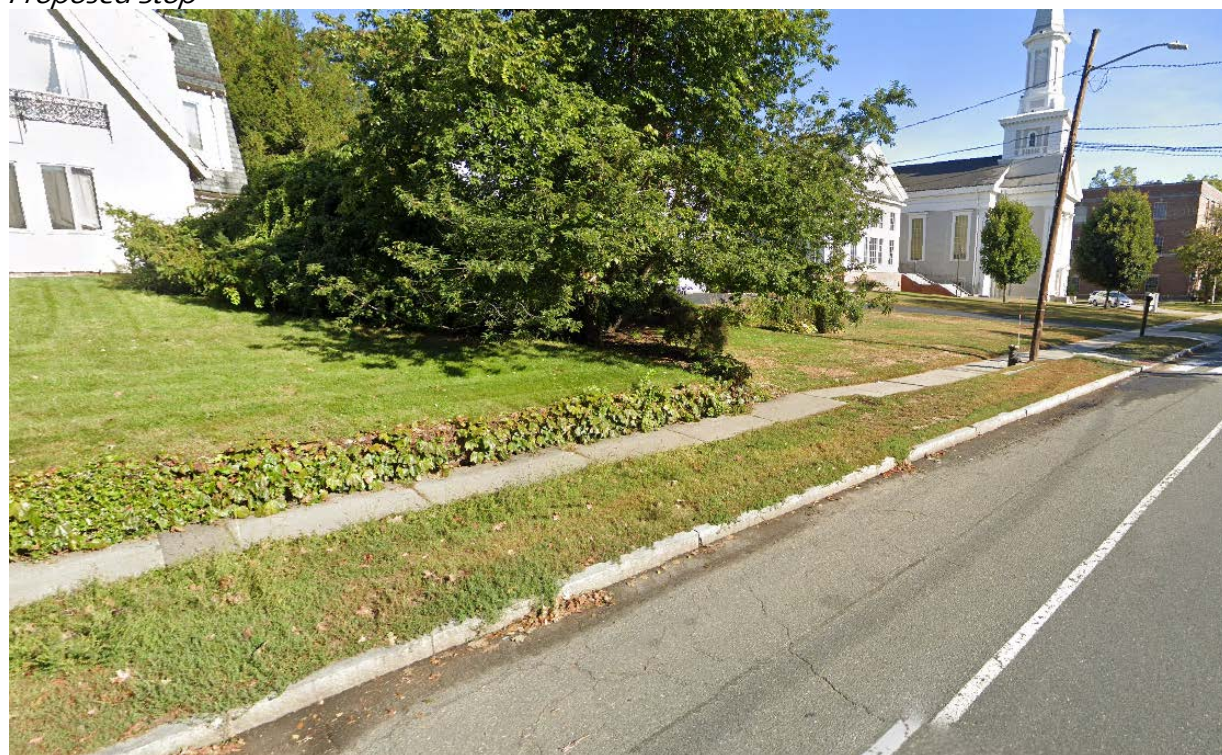


Pleasant St @ Oak Knoll Stop ID 23535

Existing Stop



Proposed Stop



MBTA/BSASI PATI Pleasant Street Bus Stop Relocation Comments/Correspondence

Oak Knoll Stop Relocation to Wellington Street (93 Pleasant Street)

The Town and the MBTA received three (3) comments on this proposed bus stop relocation.

1. Amber McMahon, owner/resident at 93 Pleasant Street (multiple comments via email and phone to DPCD and MBTA)
 - a. Concerns raised include noise and pollution from buses stopping, safety of pedestrians, and the presence of historic properties. Buses will block traffic and visibility for pedestrians. Says this location is not appropriate for ADA accessibility and provides no accessibility gains. Recommends relocating stop closer to churches. Argues new stop location would be negative impact for people near Oak Knoll stop because it would be farther away, reducing access. No concerns they are aware of regarding existing Oak Knoll stop location in terms of accessibility.
 - b. Ms. McMahon also contacted the Disability Commission and the Arlington Historic District Commission (AHDC) to ask for them to contact the MBTA to oppose this proposed relocation.
2. Tim Haley, CFO at Ellenhorn, LLC representing property at 87 Pleasant Street (comments via phone and email)
 - a. Mr. Haley asked general questions about the purpose of moving the bus stop, and under what conditions it would be reasonable to object. He also asked if a bus shelter is proposed at this location.
3. John Byrne, nearby resident (address not provided) (comments via phone)
 - a. Was not clear why the bus stops were being moved, or whether they were being moved far enough to make a difference for service. Did not entirely agree with moving bus stops to Pleasant and Wellington, asked about what alternatives were looked at. Suggested in front of churches would be better – Pleasant at Maple St also has a crosswalk. Also suggested that the bus stop should be closer to Mass Ave.

Addison Street Stop Relocation to Wellington Street (94 Pleasant Street)

There were no specific comments on this stop relocation, except for comments from Mr. Byrne, which are addressed above.

Irving Street Stop Relocation to the Far Side of Irving Street (145 Pleasant Street)

The Town and the MBTA received two (2) comments on this proposed bus stop relocation.

1. Elizabeth Kernan, resident of 128 Pleasant Street (via phone)
 - a. Noted she is not in favor of moving the bus stop to 145 Pleasant Street because of significant drainage issues at the intersection on the southwest side, abutting

the proposed location. The nearby storm drain gets clogged and isn't cleared often enough. Pedestrians will need to walk through or around puddling water, sometimes a significant amount, to reach the new bus stop location.

- b. She also noted most bus riders approach the bus stop from the north and not the south, raised concerns about snow clearance, and argued it may not be better for bus rider access. Finally she noted there should be a parking prohibition approaching the Pleasant St and Wellington crosswalk going southbound.
2. Charlene Colt, owner of 145 Pleasant Street (via email)
- a. Opposed to bus stop relocation. Concerned about noise, dust, and snow clearance for bus stop. Suggested moving the stop to another location.

From: Amber McMahon <amber.d.mcmahon@gmail.com>

Date: March 16, 2021 at 7:06:33 PM EDT

To: damstutz@town.arlington.ma.us, kdefrancisco@town.arlington.ma.us,
achapdelaine@town.arlington.ma.us, LDiggins@town.arlington.ma.us,
SDeCoursey@town.arlington.ma.us, DDunn@town.arlington.ma.us,
JHurd@town.arlington.ma.us, DMahon@town.arlington.ma.us,
mkrepelka@town.arlington.ma.us

Subject: Bus Stop Relocation Pleasant street Arlington and letter of complaint Amber and John McMahon

To Whom It May Concern:

In advance of our formal letter of complaint to the town of Arlington and the MBTA relative to the relocation of bus stops on Pleasant Street for the Better Bus Project, please allow this email to express our deep concern over the proposal by Mass DOT and the MBTA to relocate their bus stops directly in front of our home at 93 Pleasant Street, Arlington MA. 02476.

Our residence, 93 Pleasant Street is a historic residential property located in the Pleasant Street Historic District. This has been our family home for many generations, my husband and I are the 4th generation to own our family home where we raise our two young girls, 10 and 4 years of age. We are proud to be residents of Arlington and cannot believe that the MBTA and the Town of Arlington would allow a change of bus stop location to directly in front of our home which is just 42 feet from the street without adequate notice and public hearings.

The relocation of the bus stops, on both sides of Pleasant St., to directly in front of our home will have a considerable negative effect upon us as well as

Our immediate neighbors around us. Our Master Bedroom and Kitchen are on street level and our daughters' bedrooms face the street which is already a noisy street. The addition of the two bus stops to the proposed locations will cause an severe increase in noise due to the bus acceleration away from the stops as well automated stop announcements. We are also concerned for the health and well-being of ourselves, our young children and others with regard to the hazardous diesel fumes that an MBTA buses create.

More importantly this presents a safety concerns to the young children, my own and the neighbors who play in the abutting areas off of Pleasant Street and to those who walk and bicycle on Pleasant street near our home. The proposal also adds an additional safety issue for the young children waiting to board the school buses located on either side of Pleasant street which is already heavily trafficked and a major safety concern in the evening and afternoon as it is difficult to cross Pleasant Street and a bus stop here would encourage jaywalking.

Those that reside on Pleasant Street are keenly aware of the excessive traffic and noise created by cars and large trucks at all hours of the day and night. One has to exercise extreme caution when they to enter and exit the side street locate near our property to get on and off Pleasant Street. The addition of a bus stop at this corner will effectively block all view of approaching traffic and add to the already long delayed in the early morning and afternoon.

It is our understanding that the relocation of this stop is to assist and meet all ADA requirements. We believe that full ADA compliance should be possible with all public transportation, we disagree that this location is needed to meet that requirement.

We have not seen an actual design, only the small draft that was sent with

the MBTA letter along with a hard to view draft plan from McMahon Associates. I have emailed the Better Bus Project upon receiving their letter and called and left a voicemail for Sandra Clarey after researching a phone number to contact her as no phone numbers and minimal information was giving in this rescued letter. I have notified the Town Manager Adam Chapdelaine and have not heard back from him personally, I have spoken with Dan Amstutz, Senior Transportation Planner for Arlington, who has said to contact the Select Board. We do not want to have a bus shelter constructed directly outside of our home in with blinking signage, which the letter states can happen. Having this bus stop in front of our residence will also lead to an increase of individuals waiting outside of our home and upon the stone wall.

A better location for the bus stops would be about 300 yard down Pleasant St. directly in front the of the two churches. This location would also serve to lessen any additional noise impact upon the private homes in this congested area. It is our hope that the MBTA and Town of Arlington will consider a new location for these two relocated stops.

We contribute to the town by paying a considerable amount in property taxes, mortgage, and maintaining our property. We are highly opposed to the existing plan that has been provided to us and do not want it to happen.

Best Regards,

Amber and John McMahon
93 Pleasant Street
Arlington, MA. 02476

781-883-0725

From: Amber McMahon <amber.d.mcmahon@gmail.com>

Date: March 19, 2021 at 7:34:59 AM EDT

To: jharvey@town.arlington.ma.us

Cc: damstutz@town.arlington.ma.us, kdefrancisco@town.arlington.ma.us,

Adam Chapdelaine <ACHapdelaine@town.arlington.ma.us>,

LDiggins@town.arlington.ma.us, SDeCourcey@town.arlington.ma.us,

DDunn@town.arlington.ma.us, JHurd@town.arlington.ma.us,

DMahon@town.arlington.ma.us, mkrepelka@town.arlington.ma.us

Subject: Additional Letter of Concern Bus Relocation 93 Pleasant Street Arlington Better Bus Stop Program

To the Disability Commission:

As I understand it, the proposed bus stop changes are controlled by the MBTA rather than the town of Arlington.

I have written a letter to the Select Board and MBTA dated 3/16/2021, but I would also like to share some thoughts as a longtime resident of Arlington.

First, I would like to express our full support for disability rights and access for the disabled to all means of transportation, including the MBTA bus line.

From our close inspection of the current and proposed locations we are unable to see any accessibility gains from moving the bus stop location and

we do not see how moving the current location of the stop would provide better ADA access.

Many of the points referred to in p. 2 of Natasha Vance's letter can be addressed by keeping the stop where it is. You can verify this for yourself by taking a look at the current stop.

We would be happy to meet with the Commission to view the current bus stop location and the proposed new location to see if the Commission might agree that moving the stop would not result in any accessibility gains and may actually reduce accessibility.

The proposed change would also increase the difficulty for many bus passengers to access the proposed stop. Many of the bus passengers reside in the residential structures on Pleasant Street, in particular the large apartment buildings near the current stop, that is #114, 119, 125, 128, 129, and 135 Pleasant Street. People living in those buildings are the most likely riders of the #67 bus in that area. If we look at population data and maps you will find this to be true.

The current bus stop is very convenient to those buildings, for many of those residents the proposed bus stop would require walking an additional block, over uneven sidewalks, in sometimes-challenging weather. This seems to be a net loss for all bus riders, both able-bodied and disabled alike. It appears that this was not taken into account by the MBTA.

Since the residents of the large Pleasant Street apartment buildings would be those most affected by a bus stop change, could the MBTA share with

us

and the Town of Arlington whether the residents in these locations have been

notified of the proposed change and given an opportunity of a public forum?

It does not seem fair or proper that a proposed change be implemented without having heard from those who would be most impacted by it.

Based on population counts, there are over 100 residents in these buildings.

More specifically has each resident household received the same letter of notification as we did and were they given the same opportunity to comment?

If not, can you tell you why not? And if so, can you tell us how many of those contacted wrote back to support the change, or to oppose it?

As a lifetime resident of Arlington, the current bus stop has been at its present location for decades, and we have never heard of any concerns about

it or opposition to it. The present stop also functions effectively as a designated school bus stop for children on Pleasant street and abutting streets.

We have complete appreciation for the MBTA's desire to improve disability access, but in this particular instance, the proposed bus stop offers no meaningful accessibility gains, and in fact would make using the bus less accessible and more inconvenient for many bus riders.

We feel this is a case where the negatives outweigh the positives, which go

beyond our particular personal situation living directly on Pleasant street where the proposed stop would be located. In addition, there is no evidence of any consumer sentiment for a switch.

* The MBTA has a detailed service map for the #67 bus route, which you can access at https://www.mbta.com/schedules/67/line?schedule_direction%5Bdirection_id%5D=1&schedule_direction%5Bvariant%5D=67-4-1.

Each stop on the route has an indication of the degree of disability access issues present. As you can see, any disability issues for The current Oak Knoll stop are rated no higher than those for any other stop along Pleasant Street.

We would be happy to meet to discuss this matter.

Best Regards,

Amber and John McMahon
93 Pleasant Street
Arlington, MA. 02476

781-883-0725

From: Amber McMahon <amber.d.mcmahon@gmail.com>
To: Daniel Amstutz <DAmstutz@town.arlington.ma.us>
Cc: damstutz@town.arlington.ma.us, kdefrancisco@town.arlington.ma.us,
achapdelaine@town.arlington.ma.us, LDiggins@town.arlington.ma.us,
SDeCourcey@town.arlington.ma.us, DDunn@town.arlington.ma.us,
JHurd@town.arlington.ma.us, DMahon@town.arlington.ma.us,
mkrepelka@town.arlington.ma.us, Lcosta@town.arlington.ma.us,
AMaher@town.arlington.ma.us
Date: Tue, 25 May 2021 17:27:01 -0400
Subject: Re: Bus Stop Relocation Pleasant street Arlington and letter of complaint Amber and John McMahon

CAUTION: This email originated from outside of the Town of Arlington's email system. Do not click links or open attachments unless you recognize the REAL sender (whose email address in the From: line in "< >" brackets) and you know the content is safe.

Hi Dan,

Thank you for reaching out.

It's alarming that we have sent multiple emails regarding this issue since March voicing our concerns about the new placement of the bus stop only to discover this morning that a meeting is occurring to discuss this issue tomorrow evening

When we received the initial letter from the MBTA on 3/15/2021, we contacted you via phone and email. We also notified the MBTA, the select board members, Maria Krepelka, the town manager's office, disability commission, and Historic commission on 3/16/2021 and 3/19/2021.

The letter that was sent to the town did not make us aware that we needed to contact Ashley Maher or Lauren Costa regarding this issue. I was only informed today by Ashley that she and Lauren should have been the recipients of the emails, and none of the contacts we reached out to let us know that we should have contacted them, nor did they forward along our communications.

It's also concerning that our family is directly affected by this relocation and we have not had an ample opportunity to properly voice our concerns regarding this issue. As soon as we received a notice from the MBTA about this relocation we began contacting who we thought were the appropriate representatives collaborating on this project as this relocation has several negative implications that could potentially impact the well-being of our family. This relocation directly affects our home, my children, the community and both the bus riders who require ADA assistance, and those who do not.

In the emails addressed to you that were sent on 3/16/2021 and 3/19/2021, we cited our concerns regarding the overall safety of this relocation due to the heavy traffic encountered in this area, the number of cars and the pedestrians that could be at risk. The materials for tomorrow's meeting neglect to include the concerns cited in our letters which is very disappointing as we take the safety of the community very seriously. I have witnessed many incidents that occur in front of our home on Pleasant street during rush hour due to the busy intersection, the amount of traffic, the cars that are parked along the street and the pedestrians that are trying to cross the street. This is a danger for pedestrians and bus riders.

It has also been brought to my attention that as owners of 93 Pleasant Street we would be responsible for the snow removal at the bus stop should it relocate.

As the homeowners of this identified residence, our property line does not include the area identified for the relocated bus stop. Can you please explain why this is outlined in such a manner? This is clearly the town and/or the MBTA's responsibility as we do not own, nor do we have anything to do with this bus stop if it relocates.

Additionally, there are many trees that would be impacted by the construction this relocation entails, and the proposed sidewalks are not ADA accessible. Trees and sidewalks have been cited as a concern regarding the existing stop, and continue to remain a concern as the same issue is encountered once again.

I would also like some clarity following our phone discussion as it was discussed that the bus stops only run from 6am-9am, and then again in the evening. From what I read in the materials today, it says the bus will run from 6am until 8pm throughout the day which significantly increases the amount of traffic and activity that occurs in front of our home. It concerns me as the mother of two small children of many in the local community that this many people will come and go in front of our property, at all hours of the day, increasing concerns about the safety and wellbeing of my children and the children on our street that play outside our home.

As you understand, we have and continue to have many concerns about this relocation as it directly affects my home, my children and the community.

It would be greatly appreciated if you and the town of Arlington take our concerns into consideration by responding to us. To date, I have yet to receive any responses directly addressing the concerns that I have outlined.

Since these changes impact my family, and potentially increase the safety risks for our children with so much additional activity outside of our home, I

would appreciate a response regarding how the town plans to mitigate these risks so our family can retain our privacy and feel safe in our home.

From your email this morning it sounds as though there will not be time to hear public concerns or statements.

It sounds as though because our concerns via email didn't go to Ashley or Lauren they will not be made known or heard.

Is it possible to table this decision regarding the bus stop relocation so that as direct abutters we can voice our concerns or make a statement? If this can not be tabled is it possible to have a few minutes to voice or concerns and make a statement as this directly affects me and my family?

It would be greatly appreciated if you and the town of Arlington would take our concerns and our safety concerns into consideration.

Best Regards,

Amber and John McMahon

From: **Amber McMahon** amber.d.mcmahon@gmail.com
Subject: **Letter of Concern and Complaint Amber and John McMahon 93 Pleasant Street Arlington.**
Date: **Mar 16, 2021 at 9:29:49 PM**
To: **betterbusproject@mbta.com**
Bcc: **john@leonelaw.com**

To Whom It May Concern,

In advance of our formal letter of complaint to the town of Arlington and the MBTA relative to the relocation of bus stops on Pleasant Street for the Better Bus Project, please allow this email to express our deep concern over the proposal by Mass DOT and the MBTA to relocate their bus stops directly in front of our home at 93 Pleasant Street, Arlington MA. 02476.

Our residence, 93 Pleasant Street is a historic residential property located in the Pleasant Street Historic District. This has been our family home for many generations, my husband and I are the 4th generation to own our family home where we raise our two young girls, 10 and 4 years of age. We are proud to be residents of Arlington and cannot believe that the MBTA and the Town of Arlington would allow a change of bus stop location to directly in front of our home which is just 42 feet from the street without adequate notice and public hearings.

The relocation of the bus stops, on both sides of Pleasant St., to directly in front of our home will have a considerable negative effect upon us as well as our immediate neighbors around us. Our Master Bedroom and Kitchen are on street level and our daughters' bedrooms face the street which is already a noisy street. The addition of the two bus stops to the proposed locations will cause an severe increase in noise due to the bus acceleration away from the stops as well automated stop announcements. We are also concerned for the health and well-being of ourselves, our young children and others with regard to the hazardous diesel fumes that an MBTA buses create.

More importantly this presents a safety concerns to the young children, my own and the neighbors who play in the abutting areas off of Pleasant Street

and to those who walk and bicycle on Pleasant street near our home. The proposal also adds an additional safety issue for the young children waiting to board the school buses located on either side of Pleasant street which is already heavily trafficked and a major safety concern in the evening and afternoon as it is difficult to cross Pleasant Street and a bus stop here would encourage jaywalking.

Those that reside on Pleasant Street are keenly aware of the excessive traffic and noise created by cars and large trucks at all hours of the day and night. One has to exercise extreme caution when they to enter and exit the side street locate near our property to get on and off Pleasant Street. The addition of a bus stop at this corner will effectively block all view of approaching traffic and add to the already long delayed in the early morning and afternoon.

It is our understanding that the relocation of this stop is to assist and meet all ADA requirements. We believe that full ADA compliance should be possible with all public transportation, we disagree that this location is needed to meet that requirement.

We have not seen an actual design, only the small draft that was sent with the MBTA letter along with a hard to view draft plan from McMahon Associates. I have emailed the Better Bus Project upon receiving their letter and called and left a voicemail for Sandra Clarey after researching a phone number to contact her as no phone numbers and minimal information was giving in this rescued letter. I have notified the Town Manager Adam Chapdelaine and have not heard back from him personally, I have spoken with Dan Amstutz, Senior Transportation Planner for Arlington, who has said to contact the Select Board. We do not want to have a bus shelter constructed directly outside of our home in with blinking signage, which the letter states can happen. Having

this bus stop in front of our residence will also lead to an increase of individuals waiting outside of our home and upon the stone wall.

A better location for the bus stops would be about 300 yard down Pleasant St. directly in front the of the two churches. This location would also serve to lessen any additional noise impact upon the private homes in this congested area. It is our hope that the MBTA and Town of Arlington will consider a new location for these two relocated stops.

We contribute to the town by paying a considerable amount in property taxes, mortgage, and maintaining our property. We are highly opposed to the existing plan that has been provided to us and do not want it to happen.

Best Regards,

Amber and John McMahon
93 Pleasant Street
Arlington, MA. 02476

781-883-0725

AMBER D. McMahon.,M.Ed.,LMHC.

Statement of Confidentiality:

The information contained in this electronic message and any attachments to this message are intended for the exclusive use of the addressee(s) and may contain confidential or privileged information. If you are not the intended recipient, please destroy all copies of this message and any attachments.

From: **Amber McMahon** amber.d.mcmahon@gmail.com
Subject: **Additional Letter of Concern Bus Relocation 93 Pleasant Street
Arlington Better Bus Stop Program**
Date: **Mar 19, 2021 at 7:41:24 AM**
To: **betterbusproject@mbta.com**
Bcc: **john@leonelaw.com**

To Whom It May Concern:

As I understand it, the proposed bus stop changes are controlled by the MBTA rather than the town of Arlington.

I have written a letter to the Select Board in Arlington, and MBTA dated 3/16/2021, but I would also like to share some thoughts as a longtime resident of Arlington.

First, I would like to express our full support for disability rights and access for the disabled to all means of transportation, including the MBTA bus line.

From our close inspection of the current and proposed locations we are unable to see any accessibility gains from moving the bus stop location and we do not see how moving the current location of the stop would provide better ADA access.

Many of the points referred to in p. 2 of Natasha Vance's letter can be addressed by keeping the stop where it is. You can verify this for yourself by taking a look at the current stop.

We would be happy to meet with the Commission to view the current bus stop location and the proposed new location to see if the Commission might agree that moving the stop would not result in any accessibility gains and may actually reduce accessibility.

The proposed change would also increase the difficulty for many bus passengers to access the proposed stop. Many of the bus passengers reside in the residential structures on Pleasant Street, in particular the large apartment buildings near the current stop, that is #114, 119, 125, 128, 129, and 135 Pleasant Street. People living in those buildings are the most

likely riders of the #67 bus in that area. If we look at population data and maps you will find this to be true.

The current bus stop is very convenient to those buildings, for many of those residents the proposed bus stop would require walking an additional block, over uneven sidewalks, in sometimes-challenging weather. This seems to be a net loss for all bus riders, both able-bodied and disabled alike. It appears that this was not taken into account by the MBTA.

Since the residents of the large Pleasant Street apartment buildings would be those most affected by a bus stop change, could the MBTA share with us and the Town of Arlington whether the residents in these locations have been notified of the proposed change and given an opportunity of a public forum? It does not seem fair or proper that a proposed change be implemented without having heard from those who would be most impacted by it.

Based on population counts, there are over 100 residents in these buildings. More specifically has each resident household received the same letter of notification as we did and were they given the same opportunity to comment? If not, can you tell us why not? And if so, can you tell us how many of those contacted wrote back to support the change, or to oppose it?

As a lifetime resident of Arlington, the current bus stop has been at its present location for decades, and we have never heard of any concerns about it or opposition to it. The present stop also functions effectively as a designated school bus stop for children on Pleasant street and abutting streets.

We have complete appreciation for the MBTA's desire to improve disability access, but in this particular instance, the proposed bus stop offers no meaningful accessibility gains, and in fact would make using the bus less accessible and more inconvenient for many bus riders.

We feel this is a case where the negatives outweigh the positives, which go beyond our particular personal situation living directly on Pleasant street where the proposed stop would be located. In addition, there is no evidence of any consumer sentiment for a switch.

* The MBTA has a detailed service map for the #67 bus route, which you can access at

https://www.mbta.com/schedules/67/line?schedule_direction%5Bdirection_id%5D=1&schedule_direction%5Bvariant%5D=67-4-1.

Each stop on the route has an indication of the degree of disability access issues present. As you can see, any disability issues for The current Oak Knoll stop are rated no higher than those for any other stop along Pleasant Street.

We would be happy to meet to discuss this matter.

Best Regards,

Amber and John McMahon
93 Pleasant Street
Arlington, MA. 02476

781-883-0725

AMBER D. McMahon., M.Ed., LMHC.

Statement of Confidentiality:

The information contained in this electronic message and any attachments to this message are intended for the exclusive use of the addressee(s) and may contain

confidential or privileged information. If you are not the intended recipient, please destroy all copies of this message and any attachments.

From: BetterBusProject BetterBusProject@mbta.com
Subject: Re: Against New Bus Stop Location Please respond ASAP
Date: Mar 16, 2021 at 12:58:59 PM
To: Amber McMahon amber.d.mcmahon@gmail.com

Good afternoon Amber and John,

The MBTA and project team acknowledge receipt of your three emails received on 3/14/21 and your voicemail left with our consultant Project Manager Sandra Clarey on 3/15/21. We will evaluate alternatives when all notified abutters have had an opportunity to provide comment, and will respond with more detail at that time. Please note the Town of Arlington's Planning Department has proposed a parallel community notification process relative to the bus stop improvements, and so we'll need to coordinate with Town officials as well.

Best regards,
The Better Bus Project Team

From: Amber McMahon <amber.d.mcmahon@gmail.com>
Sent: Sunday, March 14, 2021 7:16 PM
To: BetterBusProject
Subject: Against New Bus Stop Location Please respond ASAP

To Whom it May Concern:

After even further review these stops would be placed at 93 Pleasant street in front of our home directly where our master bedroom is located and kitchen which are both located in the front of our home on the street level not to mention that both of our daughters bedrooms are located on the second floor facing the street.

This absolutely can not happen we are extremely concerned and against this please contact us ASAP.

Best Regards,

Amber and John McMahon

781-883-0725

AMBER D. McMahon.,M.Ed.,LMHC.

Statement of Confidentiality:

The information contained in this electronic message and any attachments to this message are intended for the exclusive use of the addressee(s) and may contain confidential or privileged information. If you are not the intended recipient, please

destroy all copies of this message and any attachments.

Begin forwarded message:

From: Amber McMahon <amber.d.mcmahon@gmail.com>
Date: March 14, 2021 at 6:39:41 PM EDT
To: betterbusproject@mbta.com
Subject: Against New Bus Stop Location Please respond ASAP

To Whom it May Concern:

Me and my husband who have 2 young Children and have owned this home as a 4th generation home owner. We are completely against this new bus stop location as it looks as though your new spots would be directly in front of our home which we pay a considerable amount of taxes for and mortgage for. We are directly on pleasant street and the street is noisy enough we do not need an MBTA bus making stops all day on either side as we are directly on the street.

Please call me as soon as possible to discuss this matter as we are against this stop being directly in front of our home at 93 Pleasant street Arlington MA 02476.

Best Regards,

Amber and John McMahon

781-883-0725

CC. Adam Chapdelaine
Arlington Town Manager

CAUTION: This email originated from outside of the MBTA organization. Do not click links, open attachments, or respond unless you recognize the sender and know the content is safe.

This email/electronic message, including any attached files, is being sent by the MBTA. It is solely intended for the recipient(s) and may contain information that is proprietary, confidential, legally privileged, and/or exempt from disclosure pursuant to state and federal law. If you have received this message in error or are not the intended recipient(s), please notify the sender immediately by reply, and delete all copies of this email/electronic message and any attached files from your computer. If you are the intended recipient(s), you may use the information contained in this email/electronic

message and any attached files only as authorized by the MBTA. Any unauthorized use, dissemination, or disclosure of this email/electronic message and/or its attached files is strictly prohibited.

From: Daniel Amstutz DAmstutz@town.arlington.ma.us
Subject: Re: Fwd: MBTA Better Bus Stop Relocation
Date: Mar 15, 2021 at 4:08:49 PM
To: amber.d.mcmahon@gmail.com

Hi Amber,

To follow up on our conversation earlier today, here is the link to find contact information for Town Select Board members: <https://www.arlingtonma.gov/town-governance/boards-and-committees/select-board>

I was under the impression that Select Board members represent different precincts, but I believe they are all elected at-large. You can follow up with Mari Krepelka, the Select Board Administrator, for more information; you may also contact any of the Select Board members to share your comments. If I can be of further assistance, please let me know.

Best,

Daniel Amstutz, AICP
Senior Transportation Planner
Department of Planning & Community Development
Town of Arlington
730 Massachusetts Avenue
Arlington, MA 02476
(781) 316-3093
damstutz@town.arlington.ma.us

Arlington values equity, diversity, and inclusion. We are committed to building a community where everyone is heard, respected, and protected.

From: Amber McMahon <amber.d.mcmahon@gmail.com>
To: kdefrancisco@town.arlington.ma.us
Date: Mon, 15 Mar 2021 08:58:55 -0400
Subject: MBTA Better Bus Stop Relocation

CAUTION: This email originated from outside of the Town of Arlington's email system. Do not click links or open attachments unless you recognize the REAL sender (whose email address in the From: line in "< >" brackets) and you know the content is safe.

To Whom it May Concern:

Me and my husband who have 2 young Children 4 and 10 years of age have owned this home as a 4th generation home owners and are completely against this new bus stop location as it looks as though the new spots would be directly in front of our home which we pay a considerable amount of taxes for and mortgage for. We are directly on pleasant street and the street is noisy enough we do not need an MBTA bus making stops all day on either side as we are directly on the street. Our master bedroom, kitchen are on street level where they plan to relocate this stop and both of our daughters bedrooms are on the second floor facing street level.

Please call me as soon as possible to discuss this matter as we are against this stop being in front of our home at 93 Pleasant street Arlington MA 02476.

Best Regards,

Amber and John McMahon

[781-883-0725](tel:781-883-0725)



Town of Arlington, Massachusetts

Discussion & Approval: Constable Appointment Process

Summary:

Adam W. Chapdelaine, Town Manager



Town of Arlington, Massachusetts

For Approval: Short-Term Rental Application for Board Office Use

Summary:

Douglas W. Heim, Town Counsel

ATTACHMENTS:

	Type	File Name	Description
▢	Reference Material	Short_Term_Rental_Bylaw.pdf	Short Term Rental Bylaw
▢	Reference Material	Draft_Short_Term_Rental_Application.pdf	Draft Short Term Rental Application

TOWN BYLAWS

TITLE V: REGULATIONS ON THE USE OF PRIVATE PROPERTY

ARTICLE 18 SHORT TERM RENTALS

Section 1. Purpose

The purposes of this bylaw are to:

- A. provide a process through which certain residential premises and rooms within residential premises not otherwise regulated and licensed as lodging houses or bed and breakfasts may be registered with the Town of Arlington for use as “short-term rentals”;
- B. ensure relevant health and safety standards are met at short-term rentals; and
- C. provide for orderly operation of short-term rentals within the Town’s residential neighborhoods and assess the community impacts of such rentals.

Section 2. Definitions

“Short Term Rental” – an owner-occupied, tenant-occupied or non-owner occupied property including, but not limited to, an apartment, house, cottage, condominium or a furnished accommodation that is not a hotel, motel, lodging house or bed and breakfast establishment, where:

- (i) at least 1 room or unit is rented to an occupant or sub-occupant; and
- (ii) all accommodations are reserved in advance;

provided, however, that a private owner-occupied property shall be considered a single unit if leased or rented as such.

“Operator” – a person operating a short-term rental including, but not limited to, the owner or proprietor of such premises, the lessee, sublessee, mortgagee in possession, licensee or any other person otherwise operating such short-term rental.

Section 3. Applicability & Prohibitions

A. No residential premises may be used as a short-term rental except those in compliance with this bylaw.

B. The following residential housing units are ineligible from being used as short-term rentals:

1. Residential premises designated as affordable or otherwise income-restricted, which are subject to affordability covenants or are otherwise subject to housing or rental assistance under local, state, or federal programs or law;

2. Residential units that are the subject of 3 or more findings of violations of this section within a six-month period, or 3 or more violations of any town bylaw or regulation or state law or code relating to excessive noise, improper disposal of trash, disorderly conduct, or other similar conduct within a six-month period; and

3. Accessory Dwelling Units as defined by the Zoning Bylaw if permitted in Arlington;

Section 4. Registration, Certifications and Fees

A. Registration Process.

An Operator of a short-term rental shall register with the Office of the Select Board to be listed on the Short-Term Rental Registry, providing all information and certifications required by this bylaw and the Office of the Board, and the registration fee.

Registration shall be valid for a one-year term, from January 1 through December 31 of each year or for such alternative twelve-month period as determined by the Board.

B. Required Information

At a minimum, an Operator shall provide the following:

Operator name, address of each short-term rental unit or units, the number of bedrooms within each unit, Operator's relationship to the unit (i.e. owner, professional manager, tenant, etc.), whether a Residential Unit being offered is within an owner-occupied home, condo, apartment, or two or three family home, and an authorized local agent able to act on behalf of the Operator in their event of their absence.

C. The Operator shall also certify that the short-term rental complies with the all of the following:

1. The State Sanitary Code;
2. Food Safe certification (if serving meals);
3. The Arlington Health Code;
4. Fire and carbon monoxide alarm requirements;
5. Fire escape route requirements;
6. The Building Code, including holding a valid certificate of occupancy; and
7. The Arlington Zoning Bylaw

D. Fees

Units shall be annually recorded in the Short-Term Rental Registry for a fee of \$25.00 per bedroom, per unit.

Section 5. Complaints, Enforcement, and Violations

A. Complaints

A complaint alleging that a short-term rental is in violation of this bylaw or any applicable law, code, or regulation may be filed with Select Board. The complaint must contain the Residential Unit's address, unit number, date and nature of alleged violation(s), and name and contact information of complainant.

B. Review of Complaint.

Within thirty (30) days after receipt of a complaint, the Select Board shall review the Complaint and refer it to the appropriate Town Department, official, Board, or Commission for findings. The Select Board shall not make a determination of a violation under any bylaw, regulation or law vested within another body or official's jurisdiction, but may utilize such determinations as evidence of a violation of this bylaw.

Upon a finding of a potential violation, the Select Board, or its designee shall serve notice of the violation upon the Operator of the short-term rental at issue, if such unit is listed on the Short-Term Rental Registry, and upon the owner or resident agent or owner of record of the premises at issue, if such unit is not listed on the Short-Term Rental Registry.

C. Right to Hearing.

A person upon whom a notice of violation has been served under this bylaw may request a hearing from Select Board by filing a written petition requesting a hearing on the matter within fourteen (14) days of receipt of a notice of violation. The Board shall render a decision within a reasonable time after the close of hearing. Any direction to correct conditions at the short-term rental and fines assessed shall be stayed until the Board issues its decision.

D. Violations, Suspensions and Fines.

1. Any person who offers a residential premises or units as a short-term rentals, where such premises or unit is not an eligible Residential Unit, or offers otherwise eligible premises or units but has not complied with the registration requirements of this bylaw, shall be fined three hundred dollars (\$300) per violation per day. Each day's failure to comply with a notice of violation or any other order shall constitute a separate violation.

2. Short-Term Rentals found to be in violation of this bylaw, or which are found to have any outstanding building, sanitary, zoning, or fire code violations, orders of abatement, or stop work orders, or other requirements, laws or regulations that prohibit operation of the premises as a short-term rental, shall be suspended from the Short-Term Rental Registry and prohibited from operation until all violations have been cured or otherwise resolved.

Section 6. Room Occupancy Excise and Community Impact Fees

Short-term rentals subject to the provisions of this bylaw are subject to the Room Occupancy Excise under G.L. c. 64G and short-term rental community impact surcharge. Operators shall comply with the provisions of said statutes and are responsible for ensuring proper payment to the Commonwealth and the Town of Arlington.



**OWNER'S AFFIDAVIT
SHORT TERM RENTAL – REGISTRATION AND ADMINISTRATIVE APPROVAL**

Address of Proposed Short Term Rental _____

Number of STR Units: _____ Number of Bedrooms: _____ Owner-Occupied? _____

COMMONWEALTH OF MASSACHUSETTS)

COUNTY OF _____).

The undersigned hereby states that they are the owner(s) of the property as listed above and that the persons identified herein are duly authorized as either the owner(s) or agent(s) of said property for the purposes of this application to operate a Short Term Rental as defined by Title V, Article 18 of the Town By-laws, Chapter 337 of the Acts of 2018 and M.G.L. sec. 64G, and that any representations made herein may be relied upon by the Town of Arlington as true to the best of your knowledge.

(Corporate Seal**)

Signature of Property Owner(s)

Typed or Printed Name

ATTEST:

Title

Corporate Secretary
(If No Seal)

Name of Company or Organization
(If Applicable)

Subscribed and sworn to before me a notary public on this _____ day of _____, 20____,

Notary Public

My Commission expires: _____

* NOTE: Designated agent must be an individual, not a company or firm.

** If Corporate Seal not available, must have signature of bot the Corporate President and Corporate Secretary.



TOWN OF ARLINGTON

Permit Number: _____

Date of Expiration: _____

Short Term Rental ("STR") Registration & Renewal Form

Property Address: _____

Owner Name (and address if different): _____

Agent Name and Address: _____

Number of STR Units: _____ Number of Bedrooms: _____ Owner-Occupied? _____

How to use this form:

1. By signing of this form, you are affirming that you are in compliance with all the requirements of Title V Article 18 of the Arlington Town By-laws and all its subparts, including specific provisions outlined herein, and that you will abide by the stated requirements. Violation of any of the requirements set forth herein or in the Town By-laws may serve as grounds for revocation or suspension of the permit, and will require cessation of STR operations.
2. Any requirement with a blank (appears as "____") must be completed by the owner and/or host/agent.
3. By completing and submitting this form for *registration renewal* you are acknowledging that all the information provided with your initial registration application remains the same. If any information has changed (including but not limited to type of STR, host, etc.), you must reapply for registration and may not renew.

Owner Host
Initials Initials

		1. I affirm that the STR is/will not be located within an Accessory Dwelling Unit or a unit
--	--	---

		designated as affordable, income-restricted, or otherwise subject to housing or rental assistance.
		2. I affirm that no STR unit will be rented to any occupant for a period of more than thirty (31) consecutive days.
		3. I affirm that the residential units identified in this application and owner's affidavit have not been the subject of 3 or more violations of the STR Town By-law, or any Town By-law, regulation or state law or code relating to excessive noise, improper disposal of trash, disorderly conduct, or other similar conduct within a six-months of this application for registration or renewal.
		4. <i>Only applicable for Owner-Occupied STRs</i> <ul style="list-style-type: none"> I affirm I will not offer STR units or bedroom to more persons or parties than there is capacity including the owners and their family while the owner is in residence. I affirm that the owner-occupied dwelling unit is occupied by the owner at least 270 days out of the year.
		5. <i>Only applicable for Non-Owner STRs</i> <ul style="list-style-type: none"> I affirm I will not rent to more than one party per STR unit during any given period;
		6. I affirm that the STR has not been/will not be rented or offered for use as reception space, party space, meeting space, or for any other similar events open to non-resident guests.
		7. I affirm that I have not/will not offer food service to guests.
		8. If granted, I will print and will continually display the STR permit in the interior of the unit at a location visible to guests.
		9. I affirm that I have been/will maintain the property such that there is no exterior evidence (including but not limited to signage) that the property is being used as a STR.
		10. <i>Complete all that apply by providing a direct link to your STR listing. If you do not advertise on one of three provided platforms, leave blank.</i> <p>I advertise on the following platforms:</p> <p>Airbnb Link: _____</p> <p>Homeaway Link: _____</p>

		VRBO Link: _____ Others (Note: provide platform name and link)
		11. Proof of a current insurance liability policy of at least \$1,000,000 for the STR dwelling unit/s is attached (or proof of equal or greater insurance through STR platforms such as VRBO or Airbnb); and I affirm that for as long as the unit is being used as a STR, such insurance shall be maintained in compliance with Chapter 337 of the Acts of 2018.
		12. <i>Complete the following only if the owner of the dwelling unit in which the STR is proposed/exists is an LLC.</i> As required of Massachusetts General Law [] I have filed an affidavit with the Town Clerk providing the name and street address of at least one natural person who has Management control and responsibility for the real property owned and leased or rented by the LLC. These persons names and street addresses are provided below; Name: _____ Address: _____ Name: _____ Address: _____ I also affirm that I have filed a copy of this affidavit with the clerks office as required by Massachusetts General Laws and have uploaded corporate records for the LLC.
		13. I affirm that I will follow all applicable federal, state, and local laws, including but not limited to collection and certification of payment of taxes and procurement of any additional required licenses and permits.
		14. I affirm that will follow all applicable provisions of the Towns By-laws, and by submitting this form I certify that the property is in compliance with all property maintenance, building, electrical, mechanical, and plumbing codes. (Sec.....).
		15. I affirm that I will post in each unit, contact information for the owner, host, and/or other local emergency contact information.
		16. <i>Only applicable if the STR is located in a multi-family structure containing three or more separate dwelling units. If not applicable leave blank.</i> I affirm that I will post a map depicting all (minimum of two) evacuation routes by door for use in the event of an emergency. I will post the map immediately adjacent to every required egress door (except for those which lead directly to the outside of the building at grade level).
		17. I affirm that I will install and maintain smoke and carbon dioxide detectors in locations as specified for dwelling units by the Building Code.

		18. I affirm that I will place a working fire extinguisher and a working battery powered portable flashlight or lantern or other emergency lighting device that is workable during an electrical power outage in each STR.
--	--	--

		19. I affirm that I will maintain records of each STR and make those records available for review upon request to the Town of Arlington and its subdivisions.
--	--	---

		20. I affirm that to the best of my knowledge the STR is in compliance with each of the following, and that I will allow inspection of STR units by the Town for compliance with same: <ul style="list-style-type: none"> • The State Sanitary Code; • Food Safe certification (if serving meals); • The Arlington Health Code; • Fire and carbon monoxide alarm requirements; • Fire escape route requirements; • The Building Code, including holding a valid certificate of occupancy; and • The Arlington Zoning Bylaw
--	--	---

I hereby acknowledge that I comply with, and will continue to comply with, all of the requirements of Title V, Article 18 of the Town By-Laws, including specific provisions cited above which I have initialed, as well as all other federal, state, and local requirements to operate a STR in the Town of Arlington Massachusetts. I understand that a violation of any of the requirements is grounds for revocation or suspension of the permit and will require immediate cessation of operations.

Property Owner Signature

Business Entity Type:

☐ Massachusetts Corporation

☐ Limited Liability Company

☐ Foreign Corporation

☐ Fictitious Name Registration

☐ Sole Proprietor

☐ Partnership

☐ Joint Venture

(Affix Corporate Seal)

Business Entity

I hereby certify that I have the authority to execute this document on behalf of the business entity

Business Entity: _____

By: _____

Title: _____

Date: _____

Signature: _____

Host Signature

Business Entity Type:

☐ Massachusetts Corporation

☐ Limited Liability Company

☐ Foreign Corporation

☐ Sole Proprietor

☐ Partnership

☐ Joint Venture

() Fictitious Name Registration

(Affix Corporate Seal)

Business Entity

I hereby certify that I have the authority to execute this document on behalf of the business entity

Business Entity: _____

By: _____

Title: _____

Date: _____

Signature: _____

OFFICE USE ONLY

Approved By: _____

Date: _____

Select Board Office Notes and Conditions: _____



Town of Arlington, Massachusetts

For Discussion: Future Select Board Meetings

ATTACHMENTS:

	Type	File Name	Description
▢	Reference Material	July_-_September.pdf	July - September Calendar

JULY 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5 July 4th Observed	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

AUGUST 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

SEPTEMBER 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6 Labor Day	7	8	9	10	11
12	13	14	15	16 Yom Kippur	17	18
19	20	21	22	23	24	25
26	27	28	29	30		



Town of Arlington, Massachusetts

Report: Website & Communications Survey

Summary:

Joan Roman, Public Information Officer

ATTACHMENTS:

	Type	File Name	Description
▢	Reference Material	2021_Website-Communications_Survey.pdf	Website & Communications Survey

2021 WEBSITE & COMMUNICATIONS SURVEY RESULTS

Introduction

In January 2021 the Town conducted a Website and Communications Survey to measure community satisfaction with the recent website update, regular online communications, and crisis communications during the pandemic.

This survey is the fourth such survey in seven years. Longitudinal comparisons (changes over time) are included in this report to help identify trends, expectations, and perceptions of website visitors.

In October 2020 the Town updated the design of its website (arlingtonma.gov) with the goal of refreshing its look, streamlining content, improving navigation, and improving compliance with the American Disabilities Act (ADA). To the latter point, the updated website increased font size and increased color contrast.

Developed with the Town's website vendor, Granicus, the updated website also incorporates best practices for government sector websites. Much of the structure of the former website remains and the website continues to be responsive for mobile viewing.

Since March 2020 the Town expended a tremendous amount of effort to keep the community informed of the COVID-19 pandemic and the Town's response to it. The survey included questions to measure satisfaction with the content and frequency of these communication efforts.

The 16-question survey received 579 responses, providing valuable insight and guidance to assist our ongoing communication efforts.

The Town thanks survey participants for their valuable feedback and staff for their continued input.

Demographic Information

Number of respondents (in parenthesis).

Number of respondents: 579 respondents to a 16-question survey

Residents vs. non-resident (566): 98% (554) residents; 2% (12) non-residents.

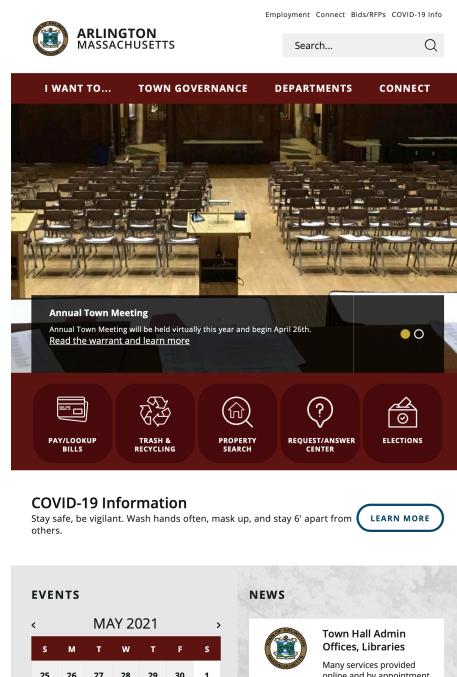
Work in Arlington (566): 25% (141) yes; 75% (425) no.

Arlington Business Owners (566): 9% (51) yes; 91% (515) no.

Demographics (566): 24% (133) respondents were between the ages of 55-64; 20% (113) were 65-74; 20% (112) were 45-54, 17% (96) were 35-44; 8% (43) 25-34; 6% (36) were 75-84; 2% (10) were 85+, 1% (4) was under 25; and 3% (19) preferred not to answer.

Report Structure

- Executive summary and action items identified as a result of this survey are listed on the next page.
- Full survey results are on the following pages.



EXECUTIVE SUMMARY

Unsurprisingly, frequency of visits to the website increased since the 2019 survey. It is reasonable to attribute these changes to the COVID-19 pandemic as the Town provided many services online and interest in public health information significantly increased. Between 2019 and 2020, there was a 50% increase in page views according to website traffic (1.6M vs 2.4M) and a whopping 71% increase in visits/sessions (600K vs 1M).¹ Overall, survey respondents were satisfied to very satisfied with the changes to the website, general communications, and crisis communications. This report includes respondent comments that were representative of comments received, plus a selection of comments on the “what we are doing well” and “where there is room for improvement” questions, but first some highlights.

Website Design Update

A majority of respondents reported overall satisfaction with the redesign (66%) and other elements such as homepage layout (66%), top navigation menu (64%), text size (67%), and background and text colors (63%). Only 5% or lower reported being dissatisfied these same elements. 53% of respondents reported “Have not noticed or used” when asked about mobile device viewing, thus satisfaction here was only 29% with 6% dissatisfied.

Town Notices (email)

Respondents who reported receiving Town Notices (90%) are highly engaged with them, with 82% reporting they read nearly all or most of each email. A large proportion of respondents, 83%, reported that the frequency of Town Notices is just about right, up from 81% since the last survey. There was a significant increase in satisfaction with the content of Town Notice emails, with **94% of respondents reported they are “Very informed” or “Informed,”** up from 73% in 2019. As in prior years’ surveys, respondents continue to report that Town Notices are an effective and appreciated method to be informed about Town initiatives, activities, and emergency operations.

Crisis Communications / COVID-19 Pandemic

Web, Email, Social Media, Arlington Alerts

For both Town Notices (email) and Arlington Alerts (phone, email, and text) the majority of respondents felt the frequency was “about the right amount,” with 79% for Town Notices and 74% for Arlington Alerts; social media trailed at 39%. Social media had the highest percentage of respondents that do not subscribe/follow (55%), followed by Arlington Alerts (16%) and Town Notices (8%). A majority of respondents visited the COVID-19 section of the website to view COVID-19 case counts (57%) or view latest safety protocols and restrictions (51%) followed by 23% that visited to view a list of open businesses, 20% to watch COVID-19 video updates by the Town Manager, and 6% to make a donation. One quarter of respondents reported they do not visit the page. With respect to “being informed” about the Town’s response to COVID-19, 52% responded that they were “well informed” and only 3% responded that they were “not very informed.” In hindsight, this question could have been phrased better, as the answer options of “No opinion” (24%) and “Neutral” (21%) do not reveal that much or suggest potential actions the Town could take.

Action Items at a Glance

- Review survey results with content posters and other communication stakeholders.
- Find ways to increase subscriptions to Town Notices. From tax bills to community outreach, it is clear that Town Notices are an effective and desired method of communication, but the Town currently has approximately 5,600 subscribers. There are approximately 19,000 households in Arlington.

¹ 2020 Annual Report. Town of Arlington, MA. p. 10

SURVEY RESULTS

Methodology

The survey was conducted via Survey Monkey and publicized on the Town's website, Town Notices, local media, and social media channels.

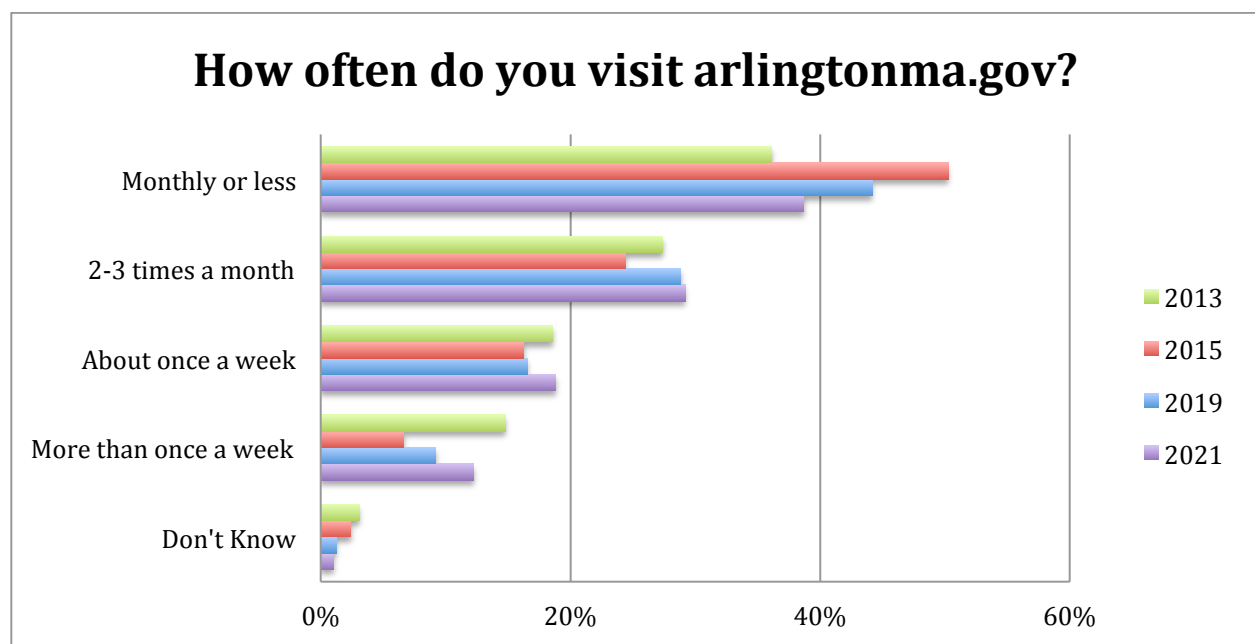
Frequency of Visits to Town Website

579 Respondents

Most respondents report they visit the website monthly or less (39%), with 29% reporting they visit 2-3 times per month and 19% visit about once per week. 12% percent report they visit more than once per week.

Comparison From Last Three Surveys

Comparing respondent answers over the last 4 surveys (below), frequency of site visits has rebounded a bit since the 2019 survey. The proportion of respondents who visit monthly or less has decreased, while there were increases to respondents who visit 2-3 times per month, about once a week, and more than one a week. It is reasonable to attribute these changes to the COVID-19 pandemic where the Town provided many services online and the interest in public health information significantly increased. Website traffic between 2019 and 2020 increased by 50% increase (1.6M vs 2.4M page views) and individual visits/sessions to the website increased by a whopping 71% (600K vs 1M).²



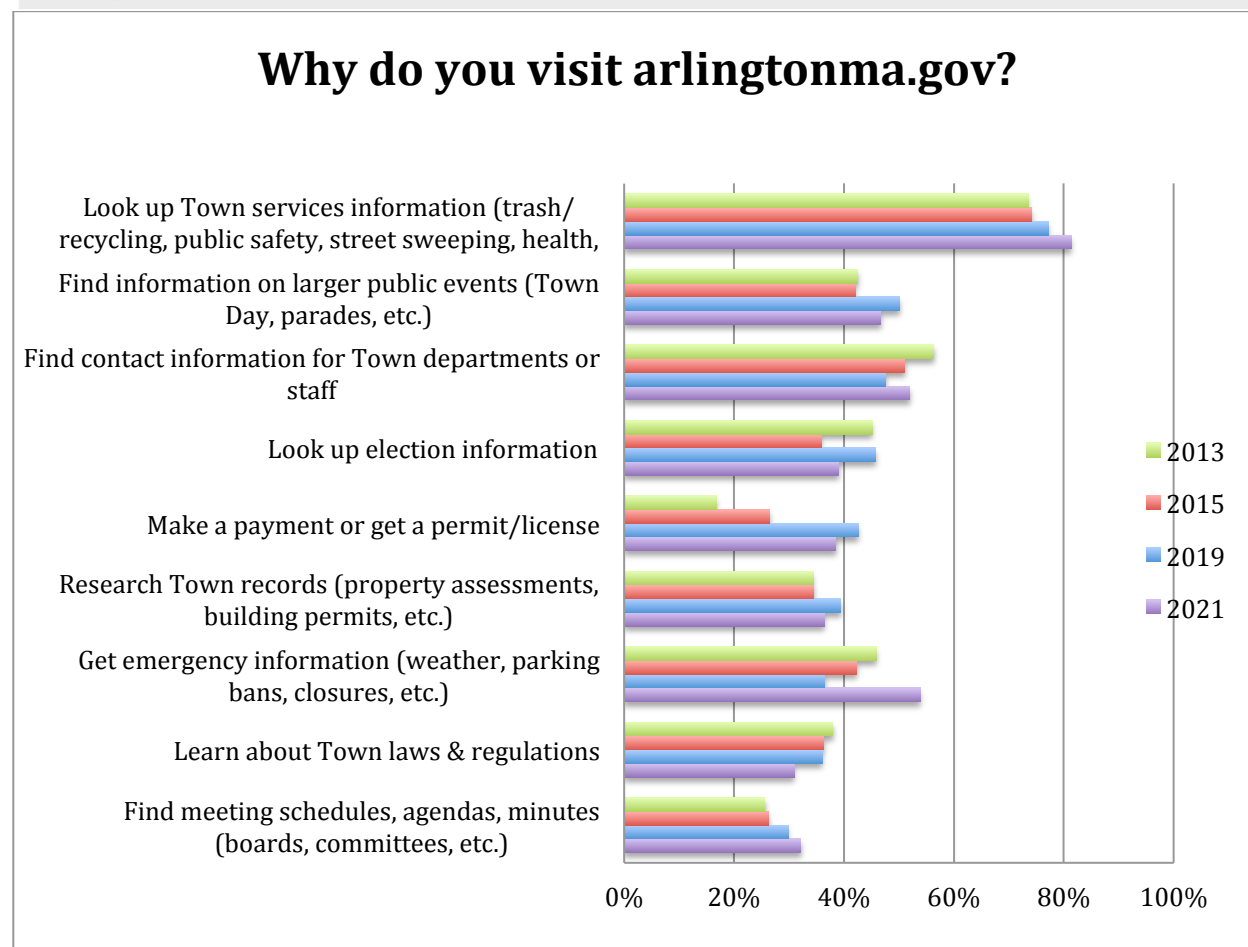
² 2020 Annual Report. Town of Arlington, MA. p. 10

Why Respondents Visit the Town's Website 579 Respondents

Comparison From Last Three Surveys

As shown in the charts below, "Look up Town services" continues to be the top reason visitors come to the website. "Get emergency information" surged from previous surveys, while finding meeting schedules, agendas, and minutes continues its upward trend. There is a decrease in the selection "making a payment or get a permit/license," but that could be attributed to improvements in the online payment systems, such as an autopay feature and email reminders that come direct from our 3rd party vendor, Invoice Cloud. More analysis would be needed to determine the exact reason. Finding contact information continues to be of high interest to website visitors as is finding information about larger public events.

ANSWER CHOICES	RESPONSES
▼ To look up Town services information (e.g., trash/recycling, public safety, street sweeping, health)	81.35% 471
▼ To get emergency information (e.g., COVID-19, parking bans, office closures, etc.)	53.89% 312
▼ To find contact information for Town departments, staff, or elected officials	51.99% 301
▼ To find information on public events (Town Day, parades, etc.)	46.63% 270
▼ To look up election information	39.03% 226
▼ To make payments or apply for a permit/license	38.51% 223
▼ To research Town records (e.g., property assessments, building permits)	36.44% 211
▼ To find meeting schedules, agendas, minutes (e.g., for boards and committees)	32.12% 186
▼ To learn about Town laws & regulations	30.92% 179
Total Respondents: 579	



Measuring Website Design Update Satisfaction

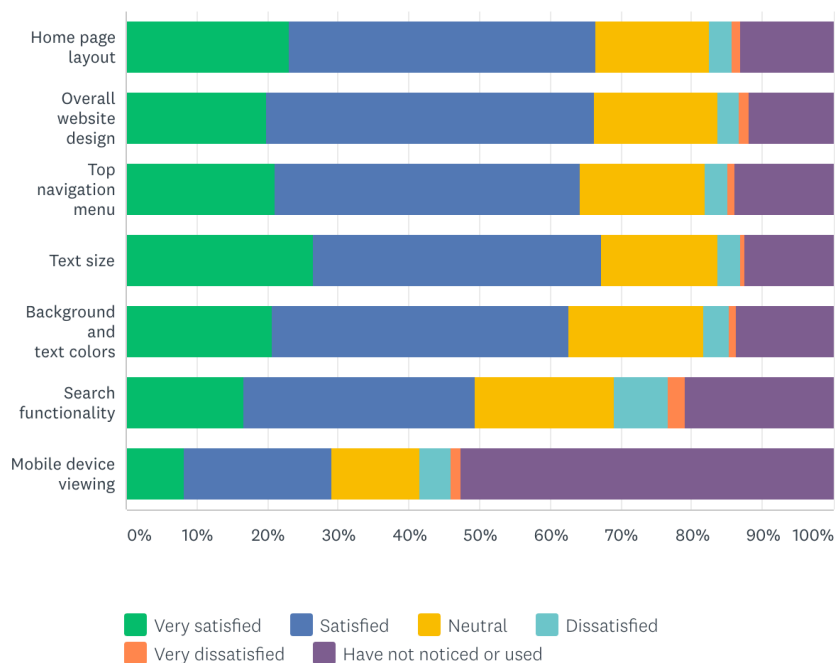
579 Respondents

Feature	Very satisfied and satisfied	Dissatisfied and very dissatisfied
Home page layout	66%	5%
Overall website design	66%	5%
Top navigation menu	64%	4%
Text size	67%	4%
Background and text colors	63%	5%
Mobile device viewing	29%	6%
Search functionality	50%	10%

The majority of respondents are satisfied with the changes to the updated website, with 5% or fewer respondents dissatisfied in most categories. An area for further exploration is the mobile device functionality, for which 53% of respondents reported “Have not noticed or used.” Further exploration may reveal a need for additional promotion or a lack of interest in conducting business with the Town via mobile devices.

In October, 2020 the Town completed a redesign of the Town website. Please indicate your level of satisfaction with the features on the NEW website below.

Answered: 579 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	HAVE NOT NOTICED OR USED	TOTAL
Home page layout	23.05% 133	43.33% 250	16.12% 93	3.29% 19	1.21% 7	13.00% 75	577
Overall website design	19.97% 115	46.35% 267	17.36% 100	3.13% 18	1.39% 8	11.81% 68	576
Top navigation menu	21.15% 121	43.01% 246	17.83% 102	3.15% 18	1.05% 6	13.81% 79	572
Text size	26.53% 152	40.66% 233	16.58% 95	3.14% 18	0.70% 4	12.39% 71	573
Background and text colors	20.70% 119	41.91% 241	19.13% 110	3.65% 21	0.87% 5	13.74% 79	575
Search functionality	16.72% 96	32.58% 187	19.69% 113	7.67% 44	2.44% 14	20.91% 120	574
Mobile device viewing	8.19% 47	20.91% 120	12.54% 72	4.36% 25	1.39% 8	52.61% 302	574

Respondent Comments

*"1) The Website redesign - overall functionality, top banner leads, colors, et al. - is really good.
2) COVID-19 information, updates, etc. : THANK YOU."*

"Love the new website design. Looks much more modern than the previous one and is easier to use."

"Mobile usability of the website is much better."

"I really like the new website navigation bar and find the categories to be quite intuitive."

"new website is much more user friendly"

"Very good format, font and text on new website. Top menu is great improvement"

"There are so many ways for an Arlington resident to be informed. We have found what methods work best for us, and feel well informed. Keep up the good work!"

"The website is great and the emails are great. All the information is there for us to track down when we need it and fairly easy to navigate the new interface."

Town Notices

[Town Notices](#) are email notifications issued by the Town. They typically include public health and public works alerts, election information, office closures, trash and recycling alerts, and information on Town events. The following questions pertain to non-COVID-19 communications; questions regarding COVID-19 communication are in the next section of these survey results.

Do you currently receive Town Notice emails?

587 Respondents

90% (523) | Yes
7% (39) | No
3% (16) | Not Sure

Those who answered “yes” to the previous question were asked:.

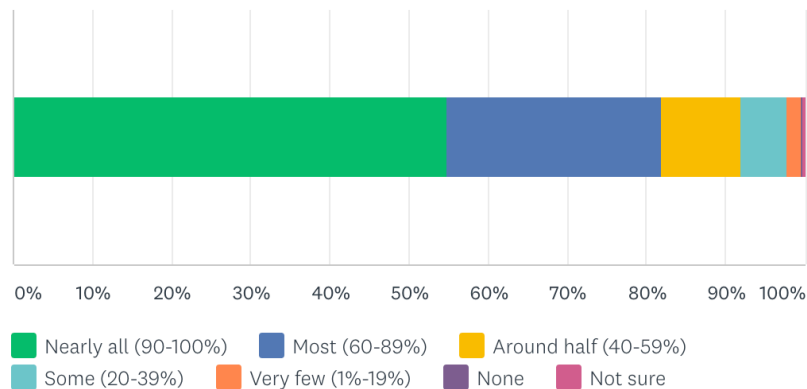
On average, what proportion of Town Notice emails do you read?

521 respondents

82% (427) reported they read “Nearly all” or “Most” (60-100%)
10% (52) reported they read “Around half” of them (40-59%)
8% (40) reported they read “Some” or “very few” (1-19%)

On average, what proportion of Town Notice emails do you read?

Answered: 521 Skipped: 58



ANSWER CHOICES	RESPONSES	
Nearly all (90-100%)	54.89%	286
Most (60-89%)	27.06%	141
Around half (40-59%)	9.98%	52
Some (20-39%)	5.95%	31
Very few (1%-19%)	1.73%	9
None	0.19%	1
Not sure	0.19%	1
TOTAL		521

Frequency of Town Notices

521 Respondents

83% | About the right amount (82% in 2019)

8% | Too much (8% in 2019)

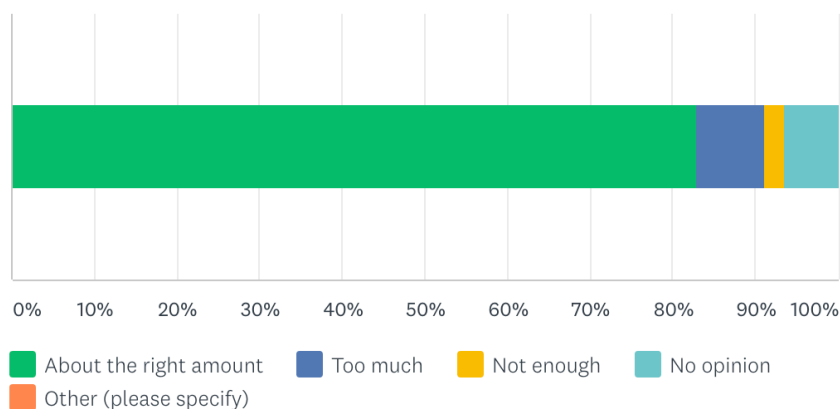
2% | Not enough (3% in 2019)

7% | No opinion (8% in 2019)

A large percentage of respondents (83%) report the frequency of Town Notices is just about right, similar to the responses to the same question in the 2019 survey. 8% felt Town Notice emails are too frequent, while 2% reported they are not sent often enough.

How would you categorize the frequency of Town Notice emails?

Answered: 521 Skipped: 58



ANSWER CHOICES	RESPONSES	
About the right amount	82.92%	432
Too much	8.25%	43
Not enough	2.30%	12
No opinion	6.53%	34
Other (please specify)	Responses 0.00%	0
TOTAL		521

Respondent Comments

"All information is clear and helpful and the frequency is just right"

"It's easy to find contact information. The email notification frequency is good. People working in the town office are very helpful and caring."

"I recently signed up for the Town Notices - not sure how I heard about them - and have enjoyed receiving them. I tend not to go to websites unless directed and sent a link."

How Informed Respondents Are About Town Initiatives/Activities

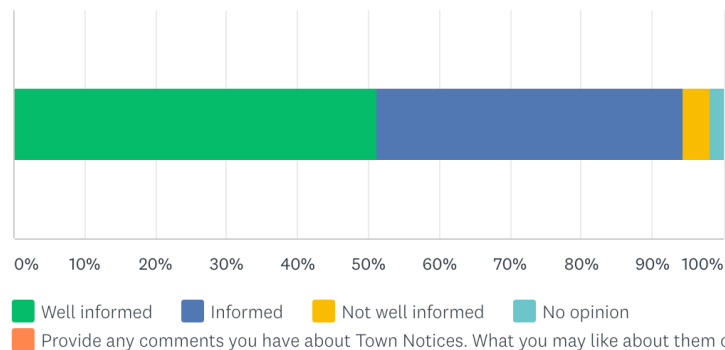
521 Respondents

94% | Very Informed/Informed (73% in 2019)
4% | Somewhat Informed (23% in 2019)
2% | Not Very Informed (3% in 2019)

Responses to this question indicate a significant change in how well-informed respondents feel about Town initiatives and activities since 2019: **94% of respondents reported based on Town Notices they are “Very informed” or “Informed,” up from 73% in 2019.** In this survey 4% reported being “Somewhat Informed” and 2% “Not Very Informed,” while in 2019, 23% reported being “Somewhat Informed,” and “3% Not Very Informed.”

Please indicate how informed Town Notice emails keep you about Town activities, news, and initiatives.

Answered: 521 Skipped: 58



Respondent Comments

“I do feel well-informed, and it's easy to tell which portions of the town notice emails are interesting to me. I have not had difficulty finding information on the town website. The new website homepage does display nicely on mobile.”

“I really appreciate the town emails. I have never lived in a city or town with this mode of communication (in part, a product of changes in our use of technology); but I feel more informed and connected to the town as a result of these emails.”

“I find the Town notice emails very helpful. They are brief, to-the-point, and let me know where to look if I need more info.”

Crisis Communications and COVID-19

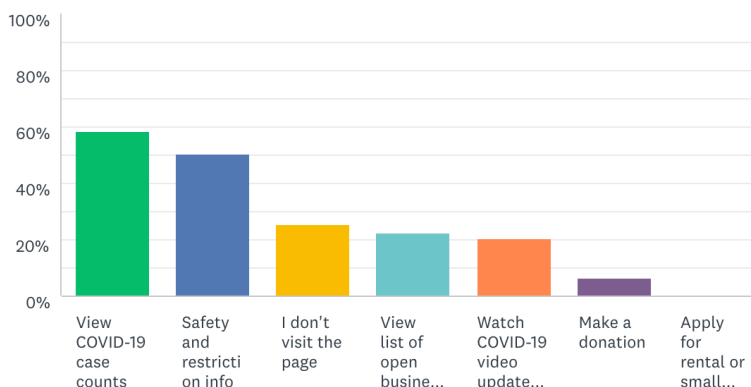
Throughout the COVID-19 pandemic the Town has communicated through a variety of channels to keep the community informed about new public safety protocols, regulations, resources for assistance, and opportunities for helping those in need. This information is located on the COVID-19 information page at arlingtonma.gov/covid19.

Why visit arlingtonma.gov/covid19? 566 respondents

A majority of respondents visited the COVID-19 section of the website to view COVID-19 case counts (59%) or view latest safety protocols and restrictions (51%), followed by 23% who wanted to view a list of open businesses, 20% to watch COVID-19 video updates by the Town Manager, and 6% to make a donation. A quarter of respondents reported they do not visit the page.

Please check your top reasons for visiting arlingtonma.gov/covid19. (Select all that apply.)

Answered: 566 Skipped: 13



ANSWER CHOICES	RESPONSES	
View COVID-19 case counts	58.66%	332
View latest safety protocols and restrictions	50.53%	286
I don't visit the page	25.27%	143
View list of open businesses in Arlington	22.44%	127
Watch COVID-19 video updates from the Town Manager	20.32%	115
Make donations (e.g., PPE or to the COVID-19 Relief Fund)	6.36%	36
Apply for rental or small business assistance	0.71%	4
Total Respondents: 566		

Respondent Comments

"Love the email updates! So grateful for the excellent communication during covid. I was much better informed than friends in neighboring communities."

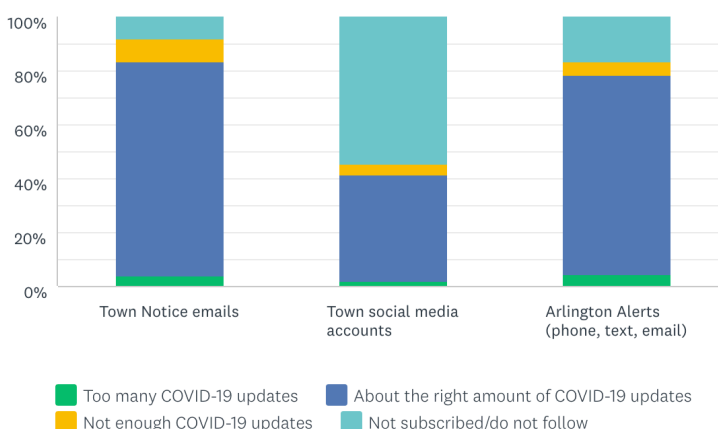
"Appreciate that the information available through the website is comprehensive and generally easy to find. Good job being a functioning town government in the 21st century (sincerely)."

Categorize the current frequency of COVID-19 Updates by communication channel.

For both Town Notices (email) and Arlington Alerts (phone, email, and text) the majority of respondents felt the frequency was “about the right amount,” with 79% for Town Notices and 74% for Arlington Alerts; social media trailed at 39%. More than half (55%) of respondents noted that they do not subscribe/follow the Town’s social media accounts; 16% did not subscribe to Arlington Alerts (16%), and 8% did not subscribe to Town Notices. Respondents that reported the Town did not send enough communication ranged from 4-9% across all channels and 5% felt there were too many communications.

How would you categorize the CURRENT frequency of COVID-19 Updates on the following channels:

Answered: 566 Skipped: 13



	TOO MANY COVID-19 UPDATES	ABOUT THE RIGHT AMOUNT OF COVID-19 UPDATES	NOT ENOUGH COVID-19 UPDATES	NOT SUBSCRIBED/DO NOT FOLLOW	TOTAL	WEIGHTED AVERAGE
Town Notice emails	3.89% 22	79.47% 449	8.67% 49	7.96% 45	565	2.21
Town social media accounts	1.80% 10	39.46% 219	4.14% 23	54.59% 303	555	3.12
Arlington Alerts (phone, text, email)	4.27% 24	74.20% 417	5.16% 29	16.37% 92	562	2.34

Respondent Comments

“Daily COVID case counts are appreciated!”

“Communications feel dependable and helpful.”

“Very well. I especially appreciate the Town Manager videos.”

How informed do you feel about the Town's COVID-19 status throughout the pandemic?
 With respect to "being informed" about the Town's' response to COVID-19, 52% responded that they were "well informed" and only 3% responded that they were "not very informed." In hindsight, this question could have been phrased better, as the answer options of "No opinion" (24%) and "Neutral" (21%) do not reveal that much or suggest potential actions the Town could take.

Q10

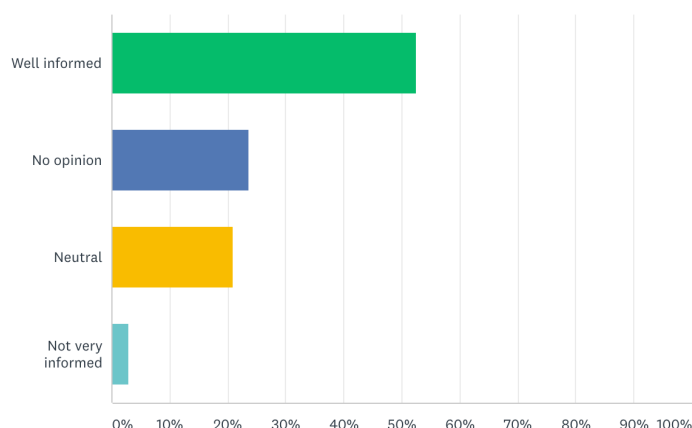


Customize

Save as ▼

In addition to the above communication channels, the Town Manager provides weekly video updates on COVID-19, which also include reports on other Town activities. Based on these videos and the Town's other communication channels (phone, email, and social media), how informed do you feel you are about the Town's COVID-19 status throughout the pandemic?

Answered: 566 Skipped: 13



ANSWER CHOICES ▼	RESPONSES ▼	
Well informed	52.47%	297
No opinion	23.67%	134
Neutral	21.02%	119
Not very informed	2.83%	16
TOTAL		566

"I think the town is doing a great job of keeping us informed on the level of COVID cases in the town and measures the town is taking to prevent the spread."

"Doing a great job conveying calm and confidence during the craziness - it feels like I am in good hands as an Arlingtonian. I appreciate that many people in Town government did not sign up for such a stressful job and have had to step up to such an extent."

"Thank you for Keeping us informed!"

"Your COVID-19 communications have been excellent!"

"Carrying on in very challenging times! Thank you!"

The survey posed two open-ended questions to ascertain the performance of Town communications and to gather ideas for areas where improvement could be made. A selection of representative comments are provided below.

What are we doing well?

"The COVID updates have been excellent, most especially the interviews with Adam. The regular alerts and emails are also very helpful (especially things like delays in trash pickup, etc.)"

"I appreciate all of Adam Chapdelaine's informative interviews as well as the interviews with the heads of other departments. I feel reassured when I listen to them. Thank you!"

"Larger print on website is great-more accessible for seniors. Update videos from Town Manager are important and appreciated."

"I've lived in Arlington for nearly 30 years, it's a great place to live. Keep up the good work."

"Easy to find dates for town events/trash changes and easy to find snow emergency info."

"I really enjoyed the series of Community Conversations about racism, diversity, and inclusion over the summer. I would love to see more of this series, as well as more advertising/driving of awareness for these events."

"You are trying to relay information to Arlington residents in a form that they will read."

"Subject lines of emails show at a glance what's in it, so I know whether to open it. I love the large font on the web. The new bill-payment site works well, and I look forward to water bills moving there. I also love the ability to pay property tax with automatic payments."

"I'm very impressed with the way Arlington collaborated with 3 other towns to run COVID vaccine clinic for first responders. Hoping same will happen for vaccinating citizens. You have a history of doing flu clinics well. Board of Health does outstanding work. Excited about new high school and efforts that were made for community input."

"Giving people accurate info."

"My general sense is that this is a well- run town with good and smart people working hard to do a good job."

"We are new residents, and...so far, everything is fine."

"I am really thrilled with DPW's new highly targeted notifications for street sweeping and hydrant flushing."

"Providing information with clarity."

"Your Web site is helpful. Also, I am impressed with the overall management of the town.....budgets, town services etc. Very professional and doing it right!!"

"Email notices, sharing info on meetings, activities, agendas, being willing to consider public opinion on various issues and to make changes."

"Communication has been OK and high-level handling of social issues like the handling of Defund the Police/Support the Police has been excellent."

Where is there room for improvement?

Comment: *"It would be nice to have a way to look at archived news chronologically."*

Town Response: There is! Well, reverse chronology. Just click the "More News" button. When you are in the News List mode, click the "Archive News" link at the top of the list. News is sorted by most recent posting.

The only time a News article is listed higher, is when it has been "pinned to the top." We try to limit this behavior to only a couple at a time.

Archived News



Arlington Named a Silver-level Bicycle Friendly Community by the League of American Bicyclists
Award Based on Mobility Improvements, Town Policies, Survey Responses

05/19/2021 1:18 PM



Housing Plan to Create Vision for Future Housing in Arlington

Community Invited to Share Housing Experiences, Participate in June Workshop

05/11/2021 11:36 AM



Arlington awarded MAPC 'Accelerating Climate Resiliency' Grant

Commission for Arts & Culture, APS Green Teams, and Artist Tom Starr to Partner on Project

05/07/2021 12:59 PM



New Bus Box Striping Coming Soon to Arlington Center and East Arlington

MBTA Painting New Bus Boxes in Arlington and Adjacent Communities in May

05/03/2021 1:41 PM

Comment: *"I've noticed that when trying to navigate from one department page to another, sometimes the picture on the page blocks out much of the dropdown from the navigation bar on the top of the page."*

Town Response: Thanks for reporting, this has been fixed.

Comment: *"Realize and accept you are not going to make everyone happy... and that is okay."*

Town Response: Agreed. Thanks for that affirmation.

Comment: *"It would be great if you could post the text from the town manager's video updates in addition to posting the video. The videos take too long to listen to, but I'd love to be able to skim through the content!"*

Town Response: We'll look into it.

Comment: *"It's too early for me to draw any conclusions on deficiencies."*

Town Response: We'll try not to disappoint!

Comment: *"I have discussed the search engine with the website manager before; compared with search engines on other websites (not including other town websites), our website search engine does not catch enough key words to send users to the right website. I am aware if I scroll down far enough, I might find what I am looking for; but ... that doesn't seem 'modern' enough. Can we research using a better search engine? Otherwise; THANK YOU for working so hard on this website which does 98% of what it needs to do very well."*

Town Response: Improving search functionality is always a goal and we will talk to our vendor to see if we can make improvements in this area. Happy to hear you think we're doing 98% of this "very well."



Town of Arlington, Massachusetts

NEW BUSINESS



Town of Arlington, Massachusetts

To comply with, or act under the authority of, any general or special law or federal grant-in-aid requirements: Approval and Release of Executive Session Minutes of January 2, 2020.



Town of Arlington, Massachusetts

Next Scheduled Meeting of Select Board Monday, June 21, 2021

Summary:

You are invited to a Zoom webinar.

When: Jun 9, 2021 07:15 PM Eastern Time (US and Canada)

Topic: Select Board Meeting

Register in advance for this webinar:

https://town-arlington-ma-us.zoom.us/webinar/register/WN_Kgu-bUo5SX2Ke7yCfzqpog

After registering, you will receive a confirmation email containing information about joining the webinar.

Notice to the Public on meeting privacy In the interests of preventing abuse of videoconferencing technology (i.e. Zoom Bombing) all participants, including members of the public, wishing to engage via the Zoom App must register for each meeting and will notice multi-step authentication protocols. Please allow additional time to join the meeting. Further, members of the public who wish to participate without providing their name may still do so by telephone dial-in information provided above.

Documents regarding agenda items will be made available via Novus Agenda and the Town's Website.

<https://www.mass.gov/doc/open-meeting-law-order-march-12-2020/download>